Appln No.: 10/051,182
Title: Graphical User Interface For Procuring Telecommunications Services On-Line
Inventors: Felkey et al.
Confirmation No.: 9672
Sheets of Drawings: 1 of 43

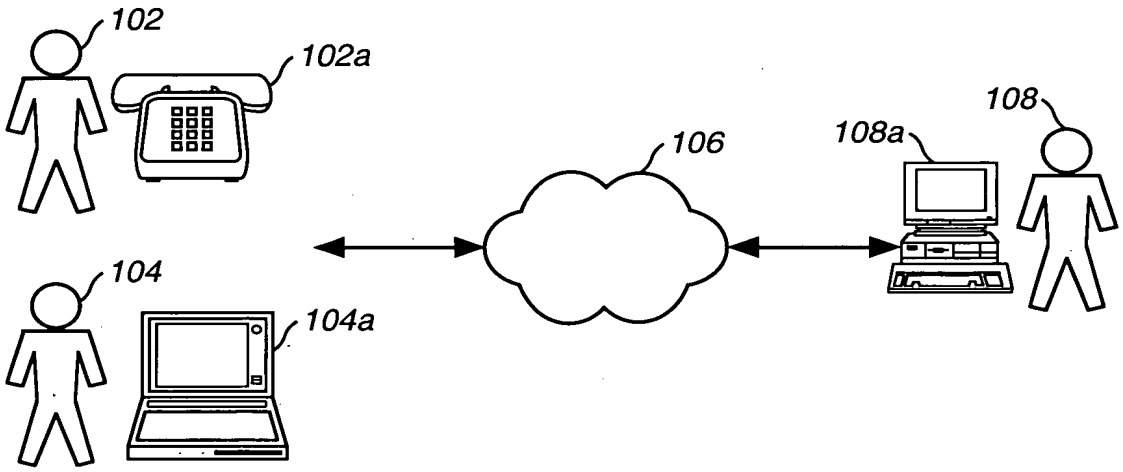

FIG. 1

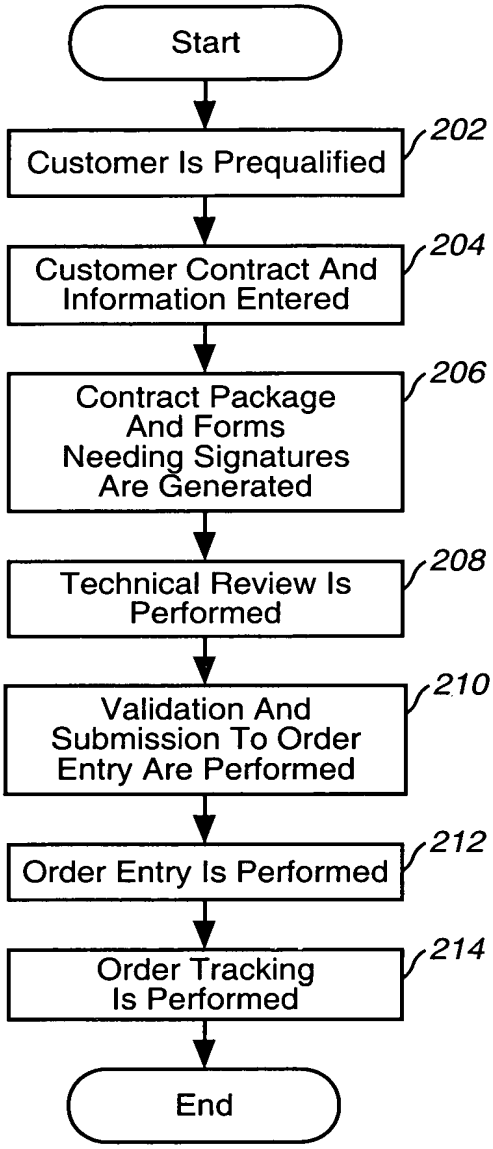
Start
Customer Is Prequalified
202
Customer Contract And Information Entered
204
Contract Package And Forms Needing Signatures Are Generated
206
Technical Review Is Performed
208
Validation And Submission To Order Entry Are Performed
210
Order Entry Is Performed
212
Order Tracking Is Performed
214
End

FIG. 2

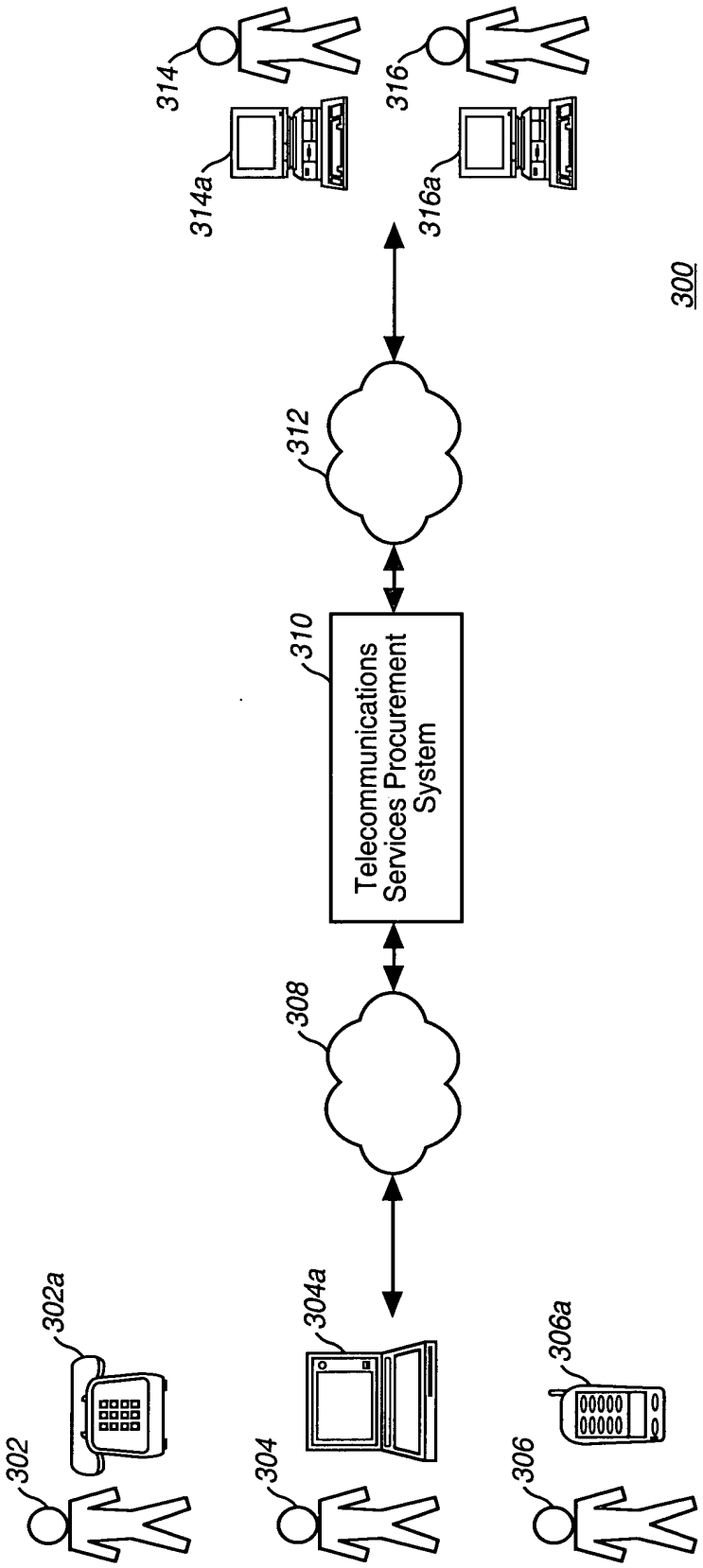
314
316
314a
316a
300
312
310
Telecommunications Services Procurement System
308
302a
304a
306a
302
304
306

FIG. 3

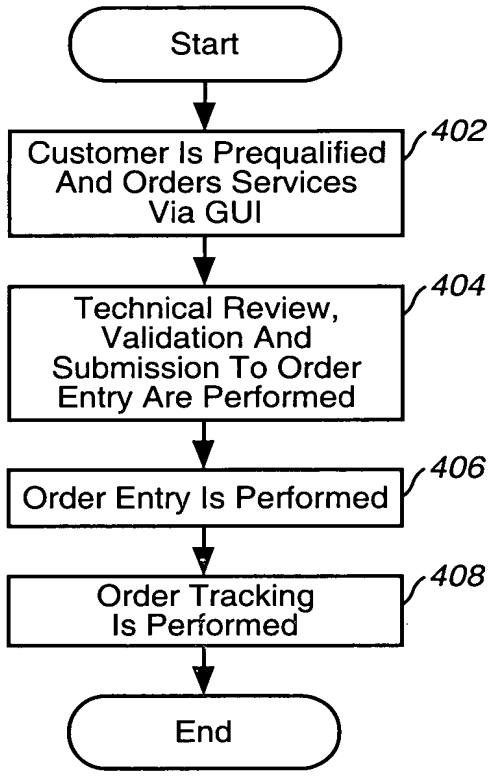
Start
Customer Is Prequalified And Orders Services Via GUI
402
Technical Review, Validation And Submission To Order Entry Are Performed
404
Order Entry Is Performed
406
Order Tracking Is Performed
408
End

FIG. 4

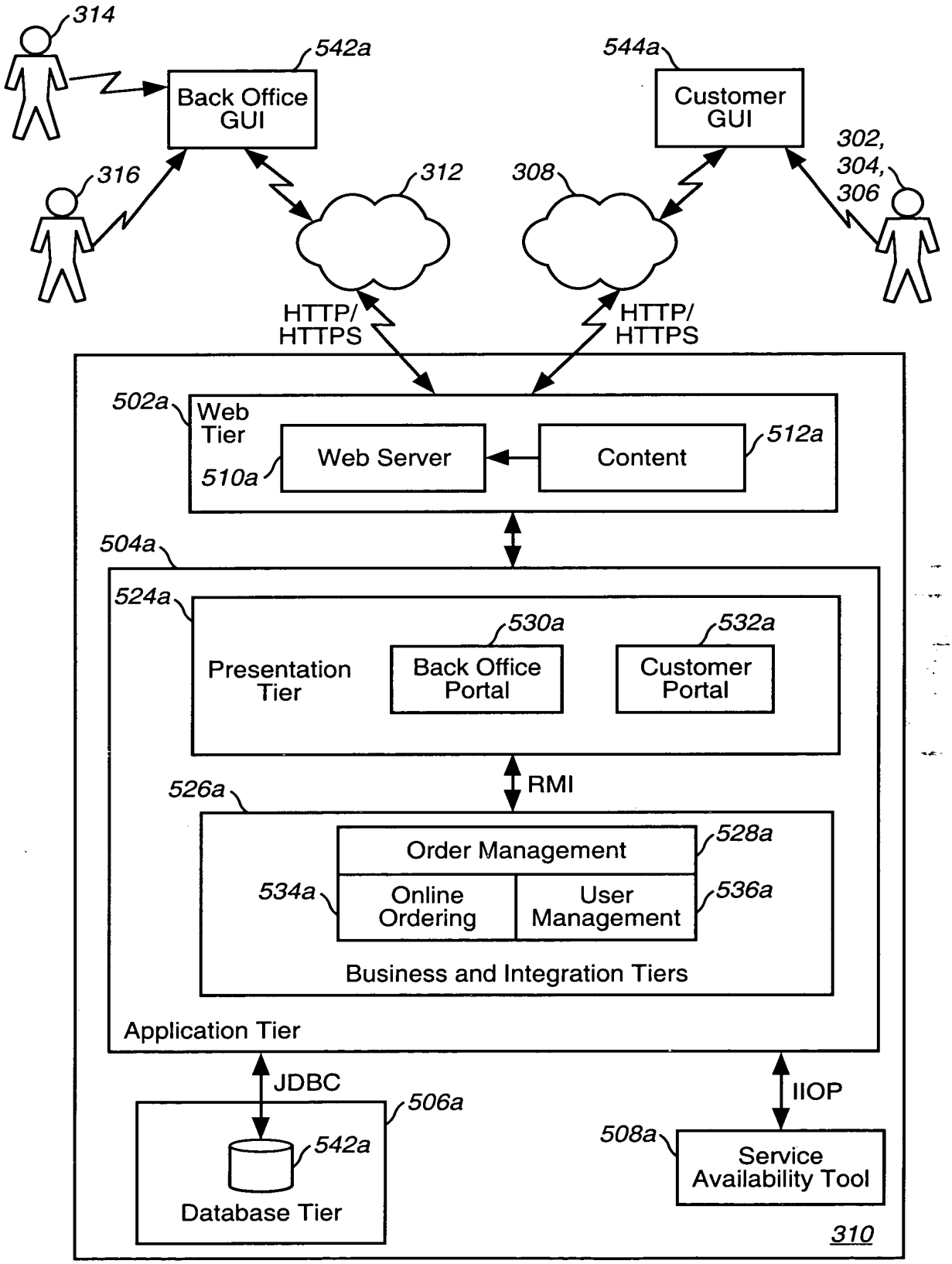
314
542a
Back Office GUI
544a
Customer GUI
316
312
308
302, 304, 306
HTTP/ HTTPS
HTTP/ HTTPS
502a
Web Tier
510a
Web Server
Content
512a
504a
524a
Presentation Tier
530a
Back Office Portal
532a
Customer Portal
RMI
526a
Order Management
528a
534a
Online Ordering
User Management
536a
Business and Integration Tiers
Application Tier
JDBC
506a
542a
Database Tier
IIOP
508a
Service Availability Tool
310

FIG. 5A

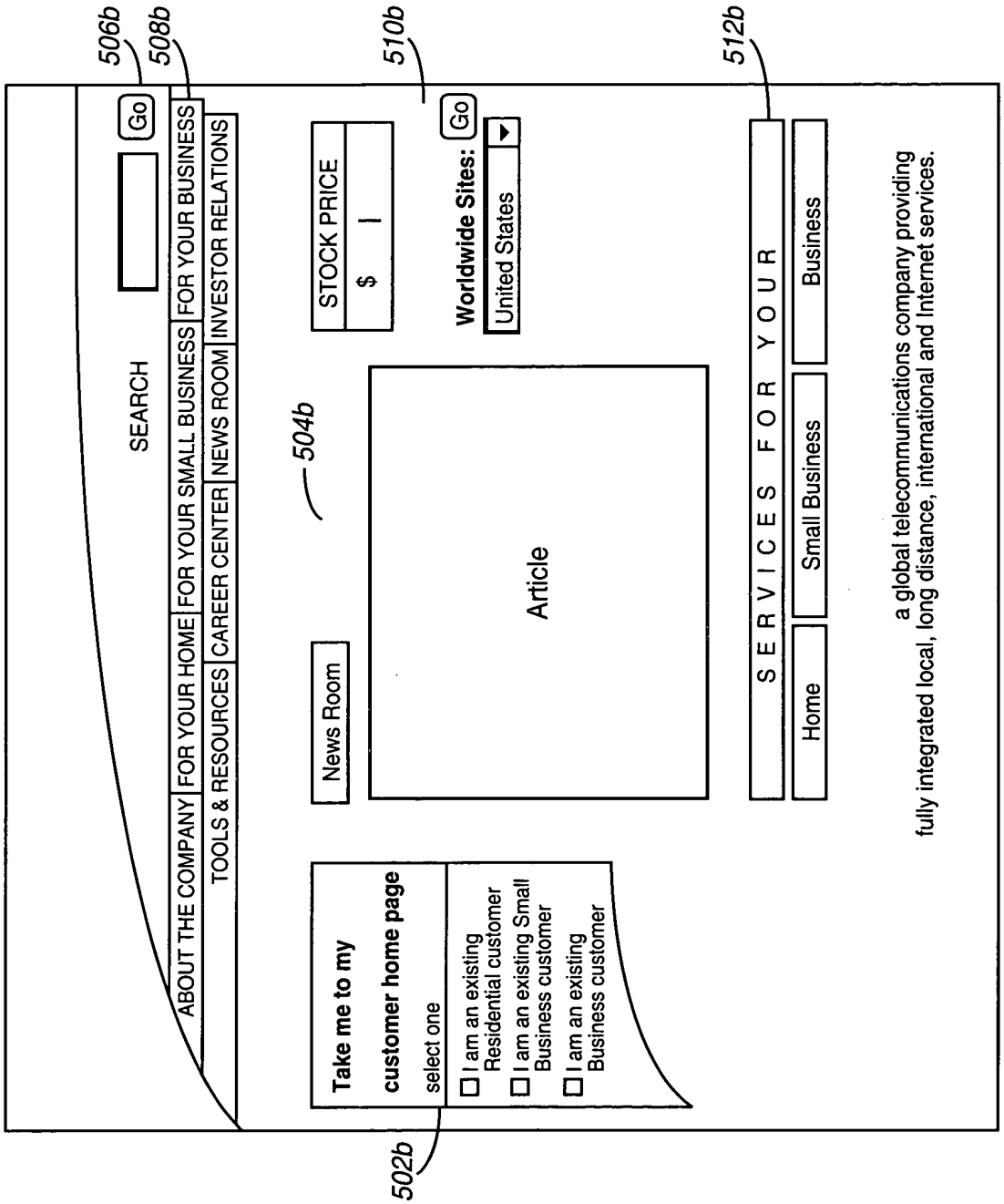
506b
508b
510b
512b
Go
SEARCH
ABOUT THE COMPANY
FOR YOUR HOME
FOR YOUR SMALL BUSINESS
FOR YOUR BUSINESS
TOOLS & RESOURCES
CAREER CENTER
NEWS ROOM
INVESTOR RELATIONS
STOCK PRICE
$
Go
Worldwide Sites:
United States
504b
News Room
Article
Take me to my
customer home page
select one
I am an existing Residential customer
I am an existing Small Business customer
I am an existing Business customer
SERVICES FOR YOUR
Home
Small Business
Business
a global telecommunications company providing fully integrated local, long distance, international and Internet services.
502b

FIG. 5B

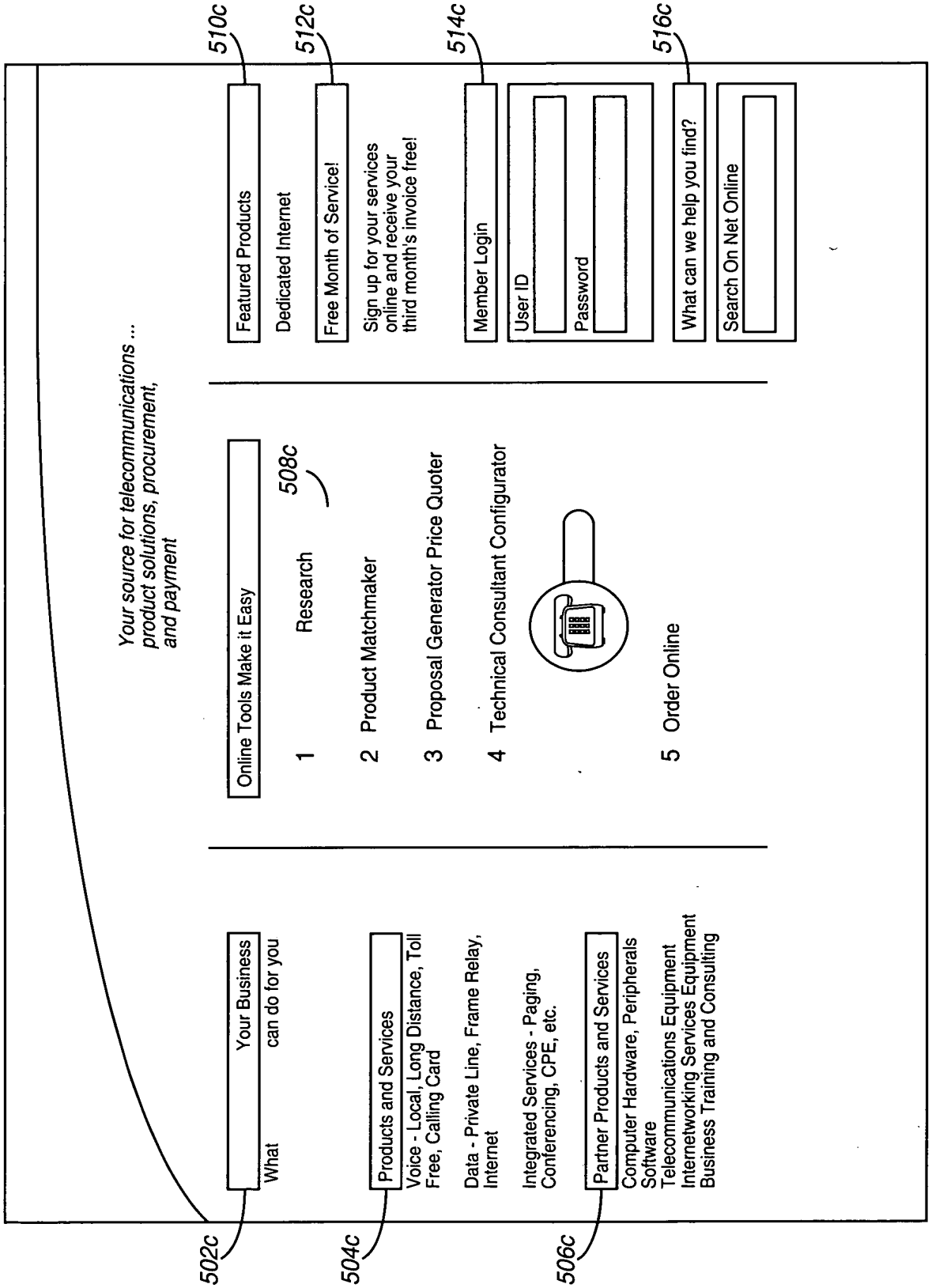
Your source for telecommunications ... product solutions, procurement, and payment
Your Business
What can do for you
502c
Products and Services
Voice - Local, Long Distance, Toll Free, Calling Card
Data - Private Line, Frame Relay, Internet
Integrated Services - Paging, Conferencing, CPE, etc.
504c
Partner Products and Services
Computer Hardware, Peripherals
Software
Telecommunications Equipment
Internetworking Services Equipment
Business Training and Consulting
506c
Online Tools Make it Easy
508c
1 Research
2 Product Matchmaker
3 Proposal Generator Price Quoter
4 Technical Consultant Configurator
5 Order Online
510c
Featured Products
Dedicated Internet
512c
Free Month of Service!
Sign up for your services online and receive your third month's invoice free!
514c
Member Login
User ID
Password
516c
What can we help you find?
Search On Net Online

FIG. 5C

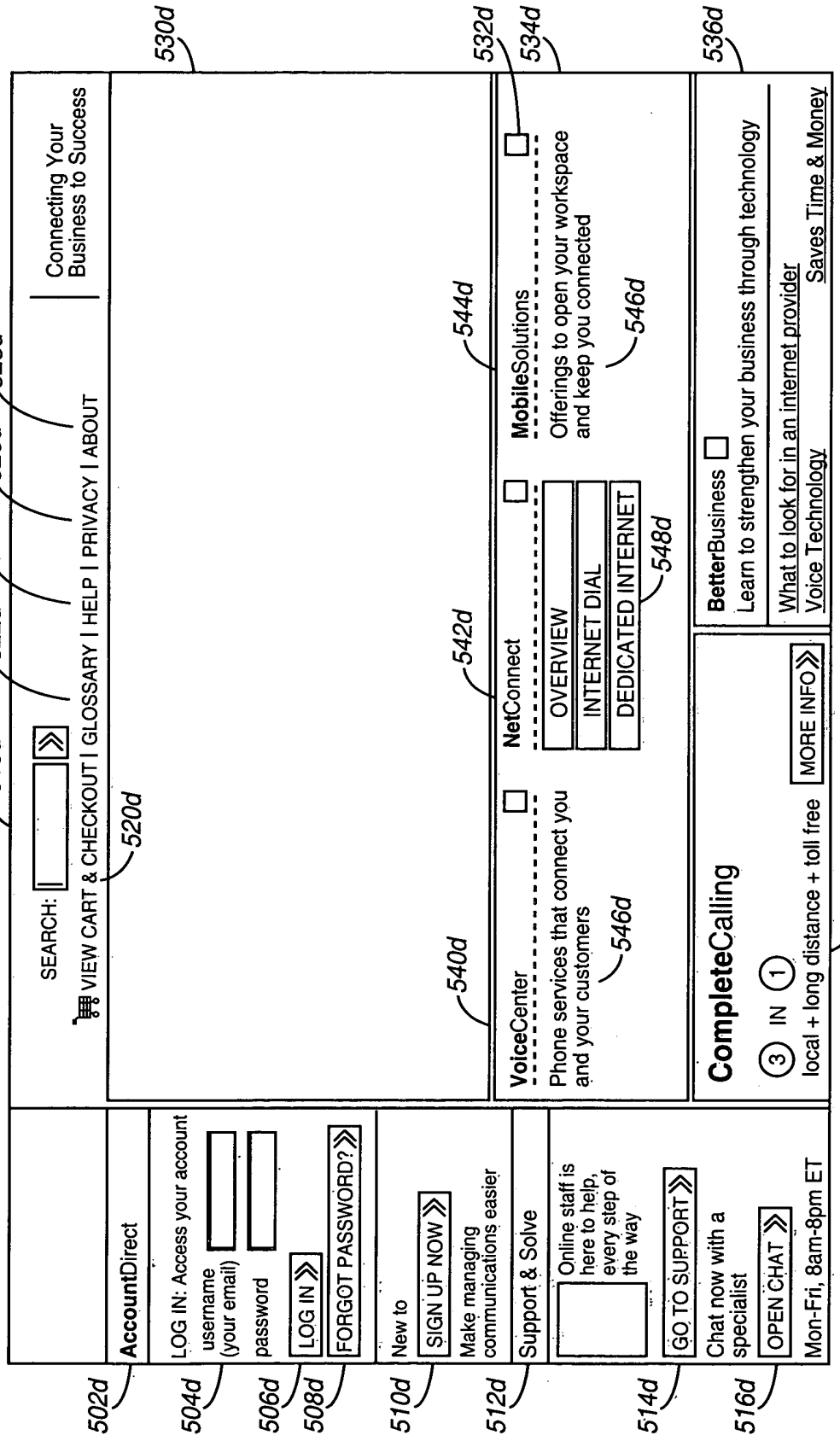
518d
522d
524d
526d
528d
530d
532d
534d
536d
SEARCH:
VIEW CART & CHECKOUT | GLOSSARY | HELP | PRIVACY | ABOUT
Connecting Your Business to Success
520d
AccountDirect
LOG IN: Access your account
username (your email)
password
LOG IN
FORGOT PASSWORD?
New to
SIGN UP NOW
Make managing communications easier
Support & Solve
Online staff is here to help, every step of the way
GO TO SUPPORT
Chat now with a specialist
OPEN CHAT
Mon-Fri, 8am-8pm ET
502d
504d
506d
508d
510d
512d
514d
516d
540d
542d
544d
546d
548d
VoiceCenter
Phone services that connect you and your customers
NetConnect
OVERVIEW
INTERNET DIAL
DEDICATED INTERNET
MobileSolutions
Offerings to open your workspace and keep you connected
BetterBusiness
Learn to strengthen your business through technology
What to look for in an internet provider
Voice Technology
Saves Time & Money
CompleteCalling
3 IN 1
local + long distance + toll free
MORE INFO
538d

FIG. 5D

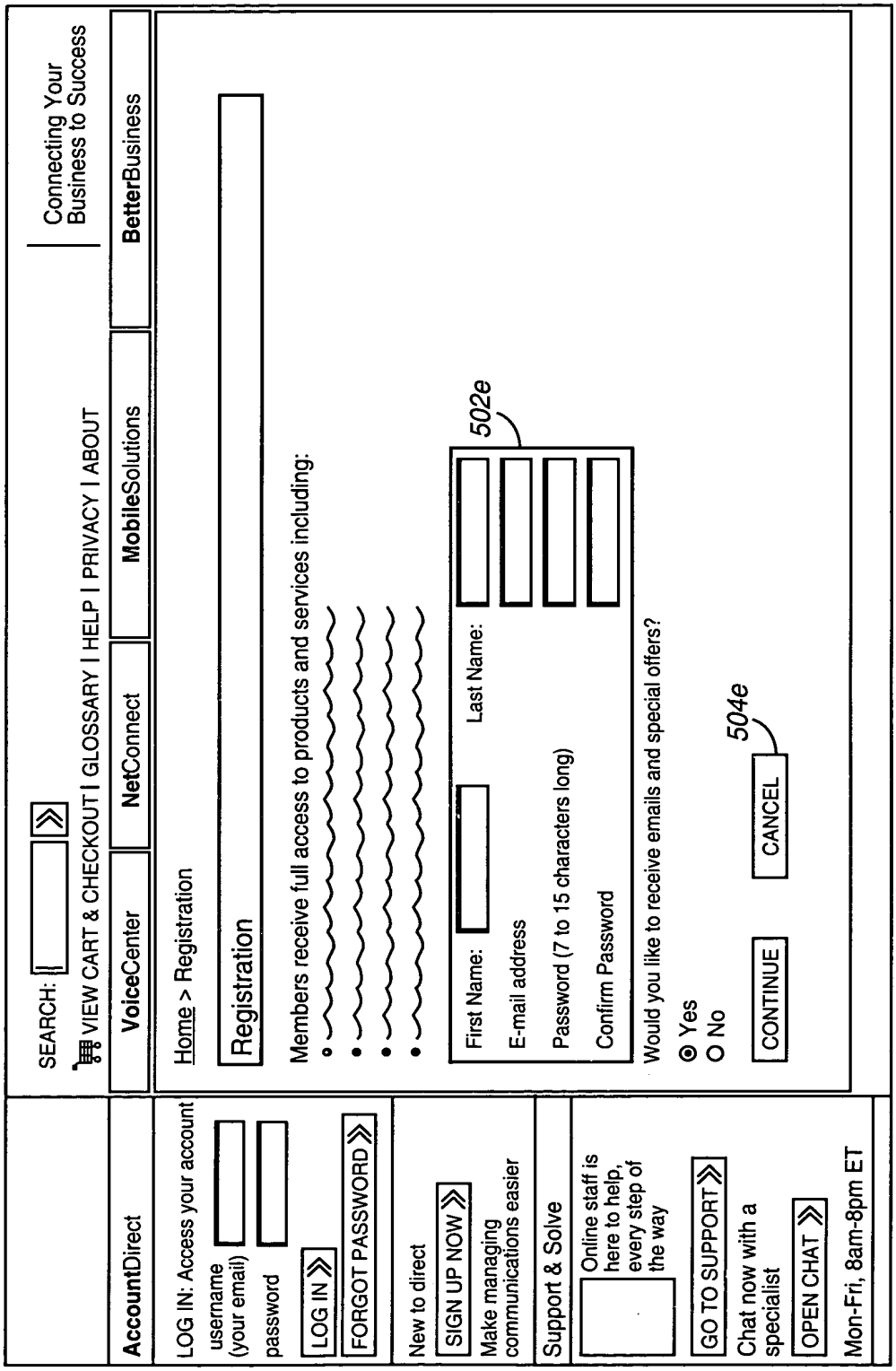
SEARCH:
VIEW CART & CHECKOUT | GLOSSARY | HELP | PRIVACY | ABOUT
Connecting Your Business to Success
AccountDirect
VoiceCenter
NetConnect
MobileSolutions
BetterBusiness
LOG IN: Access your account
username (your email)
password
LOG IN
FORGOT PASSWORD
New to direct
SIGN UP NOW
Make managing communications easier
Support & Solve
Online staff is here to help, every step of the way
GO TO SUPPORT
Chat now with a specialist
OPEN CHAT
Mon-Fri, 8am-8pm ET
Home > Registration
Registration
Members receive full access to products and services including:
First Name:
Last Name:
E-mail address
Password (7 to 15 characters long)
Confirm Password
502e
Would you like to receive emails and special offers?
Yes
No
CONTINUE
CANCEL
504e

FIG. 5E

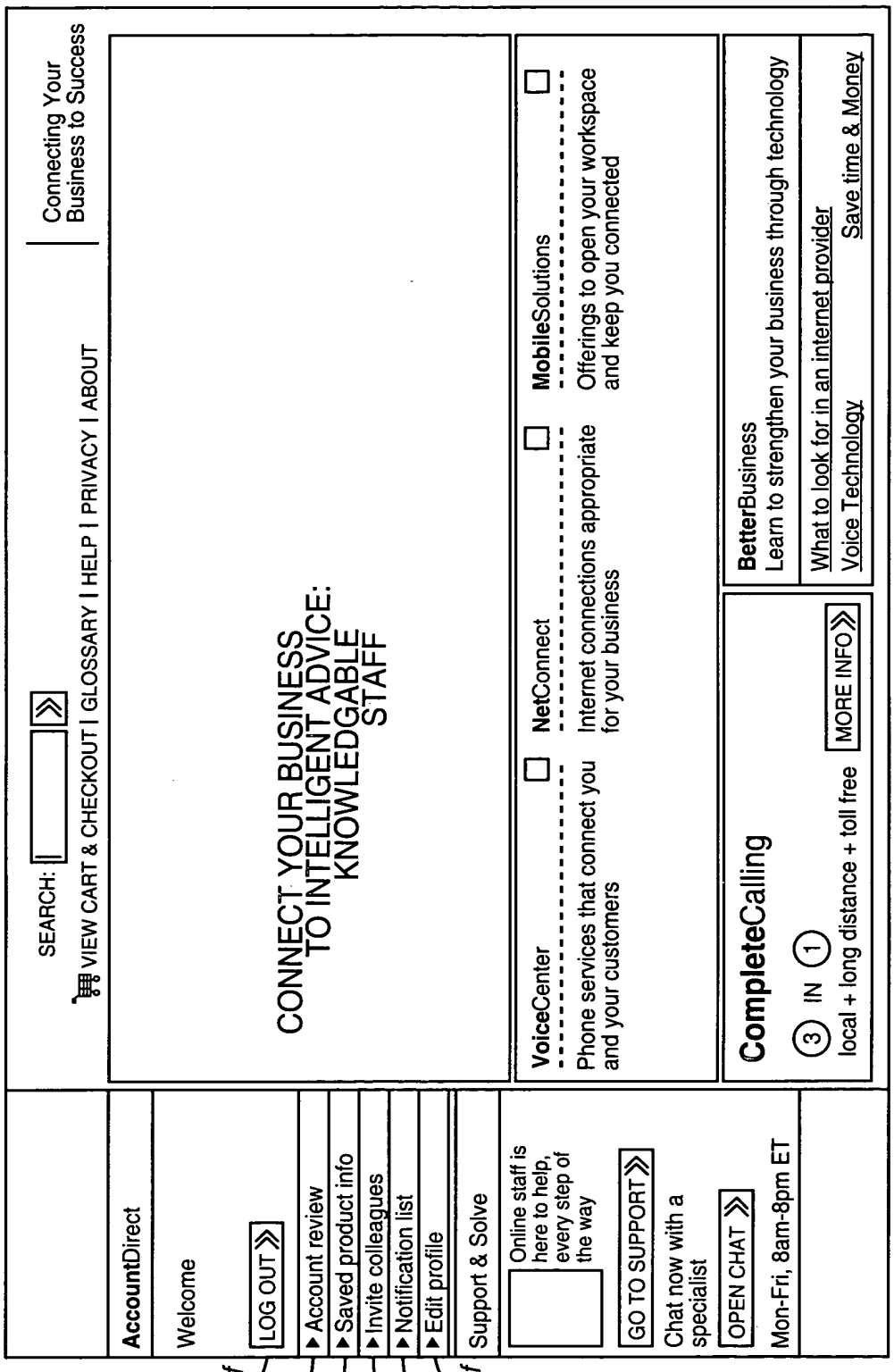
SEARCH:
VIEW CART & CHECKOUT | GLOSSARY | HELP | PRIVACY | ABOUT
Connecting Your Business to Success
AccountDirect
Welcome
LOG OUT
Account review
Saved product info
Invite colleagues
Notification list
Edit profile
Support & Solve
Online staff is here to help, every step of the way
GO TO SUPPORT
Chat now with a specialist
OPEN CHAT
Mon-Fri, 8am-8pm ET
CONNECT YOUR BUSINESS TO INTELLIGENT ADVICE: KNOWLEDGABLE STAFF
VoiceCenter
Phone services that connect you and your customers
NetConnect
Internet connections appropriate for your business
MobileSolutions
Offerings to open your workspace and keep you connected
CompleteCalling
3 IN 1
local + long distance + toll free
MORE INFO
BetterBusiness
Learn to strengthen your business through technology
What to look for in an internet provider
Voice Technology
Save time & Money
502f
504f
506f
508f
510f
512f

FIG. 5F

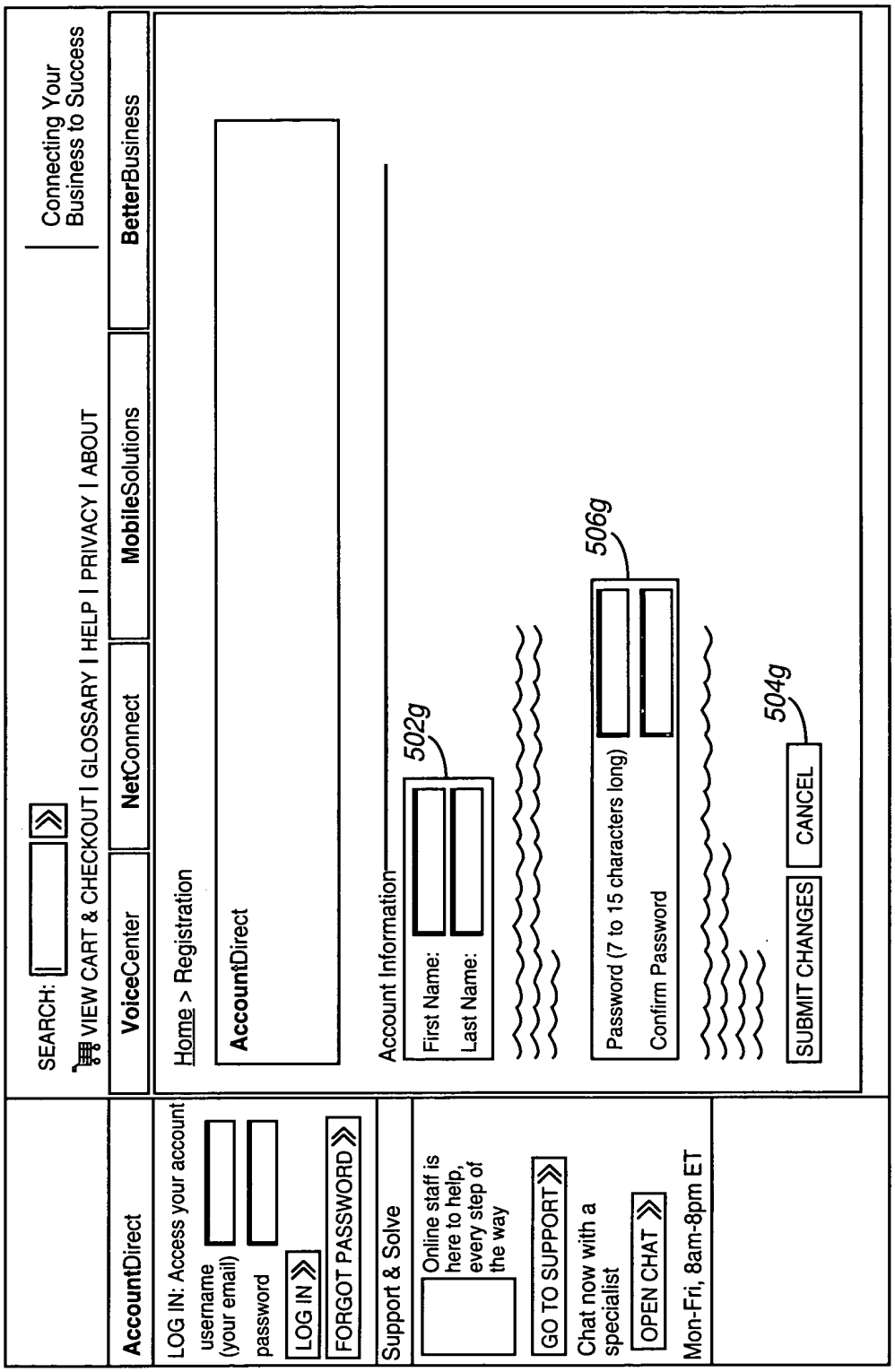
SEARCH:
VIEW CART & CHECKOUT | GLOSSARY | HELP | PRIVACY | ABOUT
Connecting Your Business to Success
VoiceCenter
NetConnect
MobileSolutions
BetterBusiness
AccountDirect
LOG IN: Access your account
username (your email)
password
LOG IN
FORGOT PASSWORD
Support & Solve
Online staff is here to help, every step of the way
GO TO SUPPORT
Chat now with a specialist
OPEN CHAT
Mon-Fri, 8am-8pm ET
Home > Registration
AccountDirect
Account Information
First Name:
Last Name:
502g
Password (7 to 15 characters long)
Confirm Password
506g
SUBMIT CHANGES
CANCEL
504g

FIG. 5G

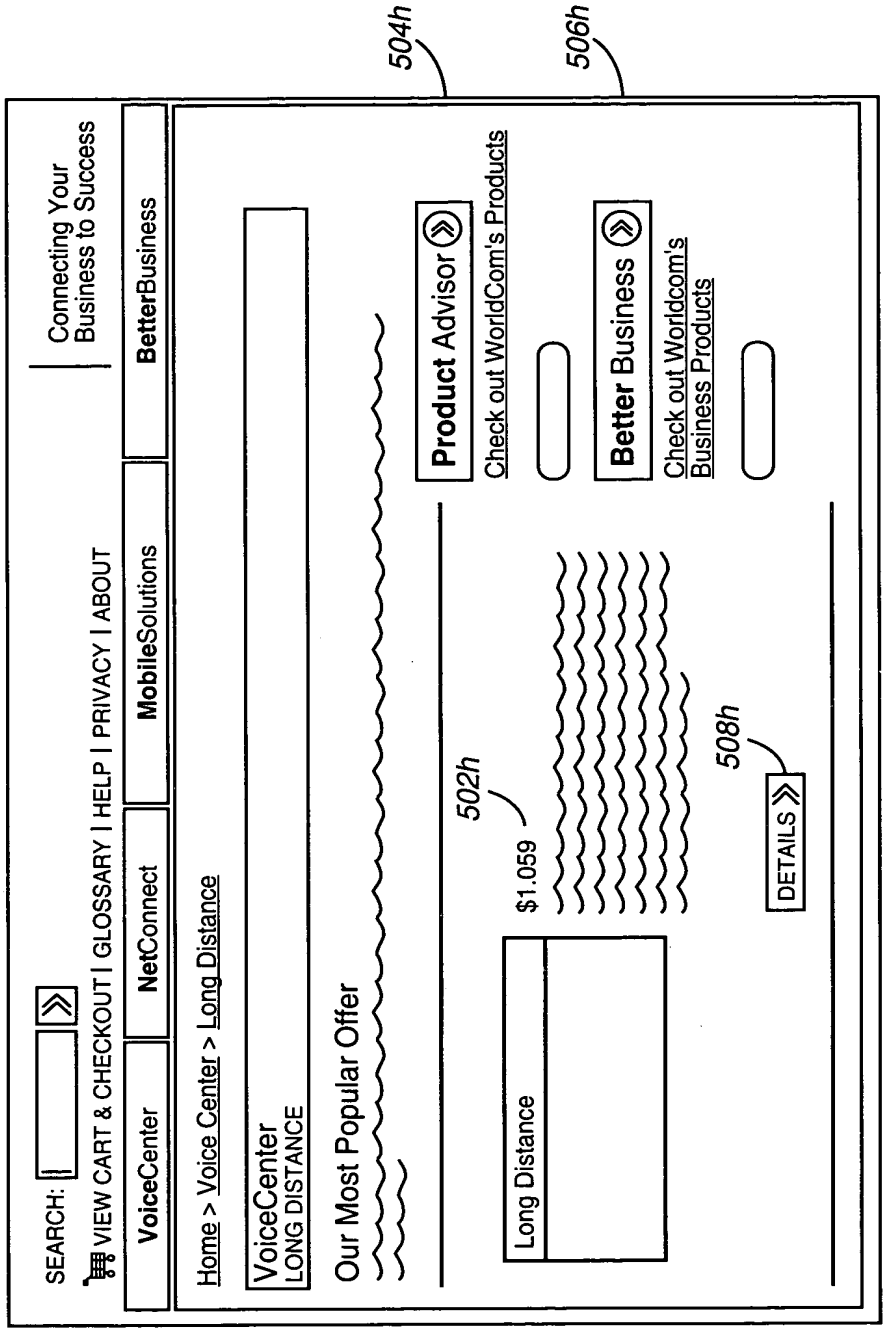
SEARCH:
VIEW CART & CHECKOUT | GLOSSARY | HELP | PRIVACY | ABOUT
Connecting Your Business to Success
VoiceCenter
NetConnect
MobileSolutions
BetterBusiness
Home > Voice Center > Long Distance
VoiceCenter
LONG DISTANCE
Our Most Popular Offer
504h
506h
502h
Product Advisor
Check out WorldCom's Products
Better Business
Check out Worldcom's Business Products
Long Distance
$1.059
508h
DETAILS

FIG. 5H

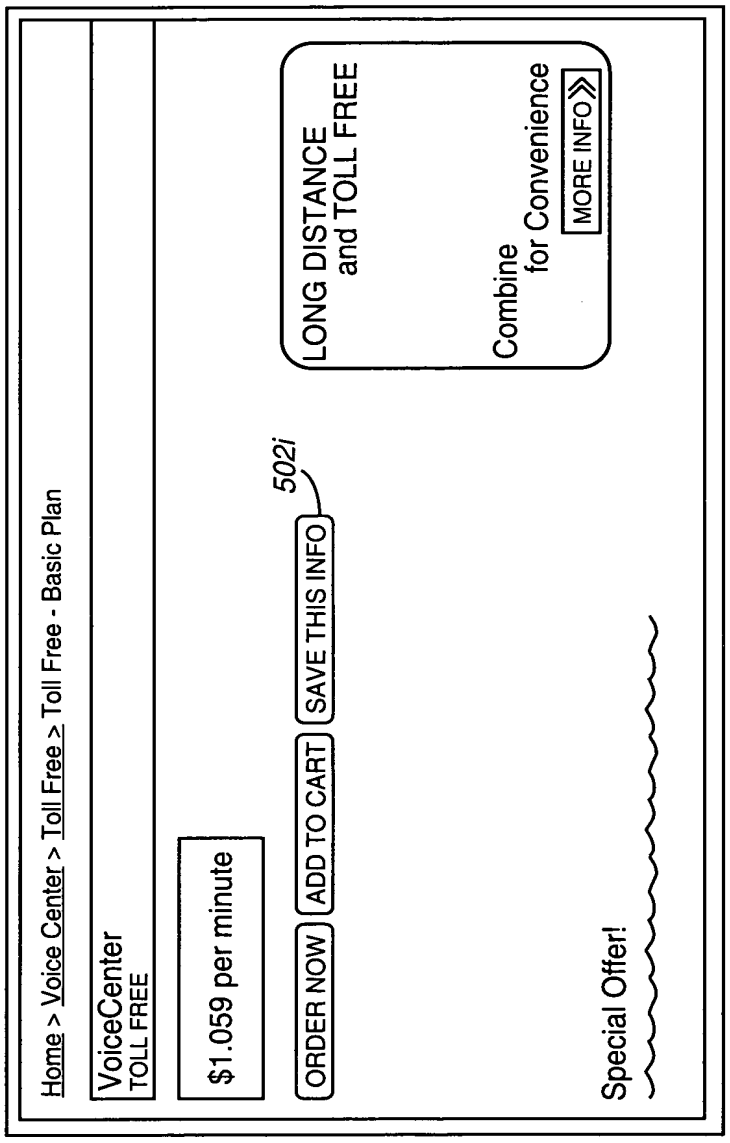
Home > Voice Center > Toll Free > Toll Free - Basic Plan
VoiceCenter
TOLL FREE
$1.059 per minute
ORDER NOW
ADD TO CART
SAVE THIS INFO
502i
LONG DISTANCE
and TOLL FREE
Combine
for Convenience
MORE INFO
Special Offer!

FIG. 5I

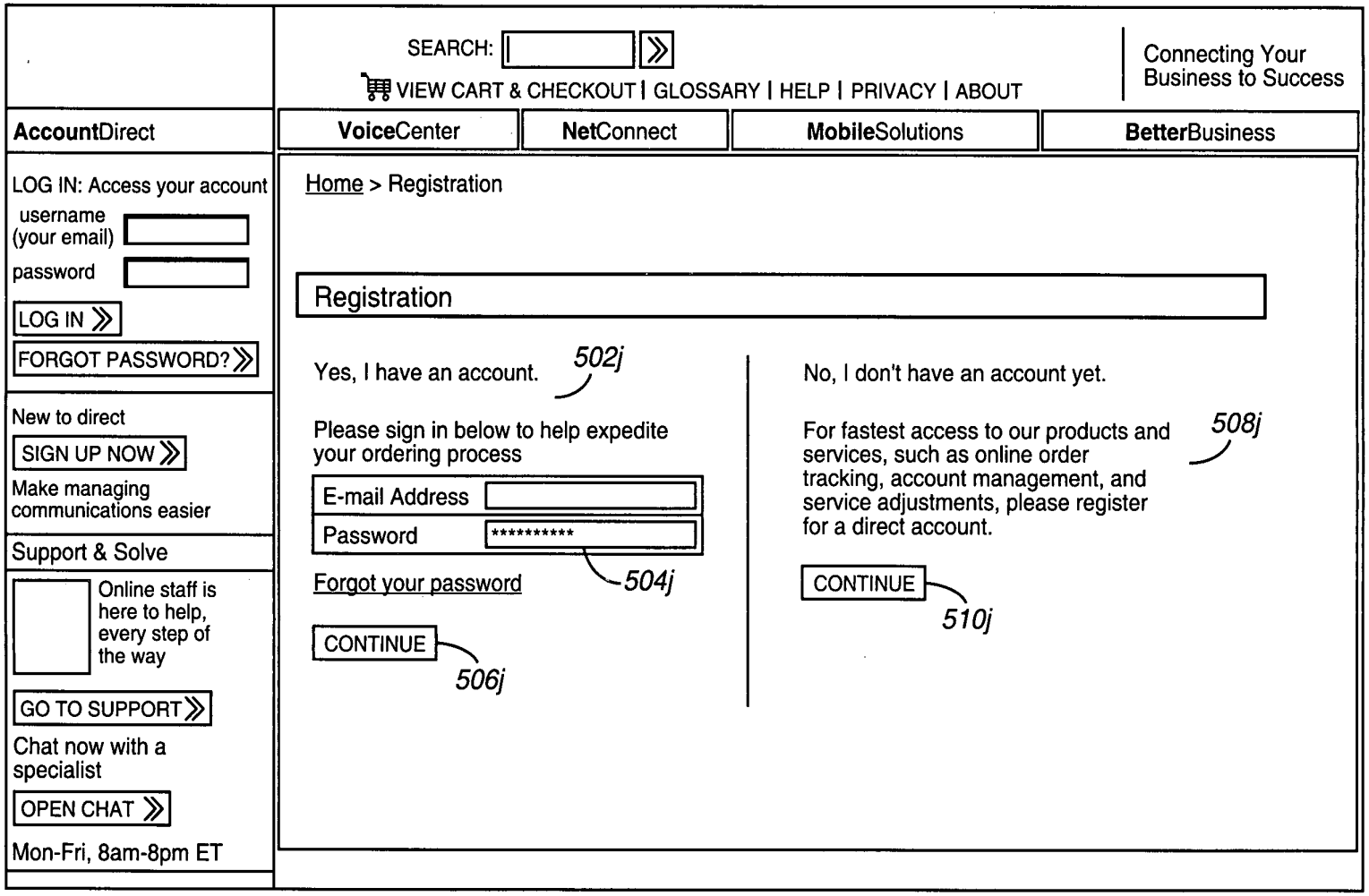

FIG. 5J

Docket No.: WMA01003
Appln No.: 10/051,182
Title: Graphical User Interface For Procuring Telecommunications Services On-Line
Inventors: Felkey et al.
Confirmation No.: 9672
Sheets of Drawings: 14 of 43

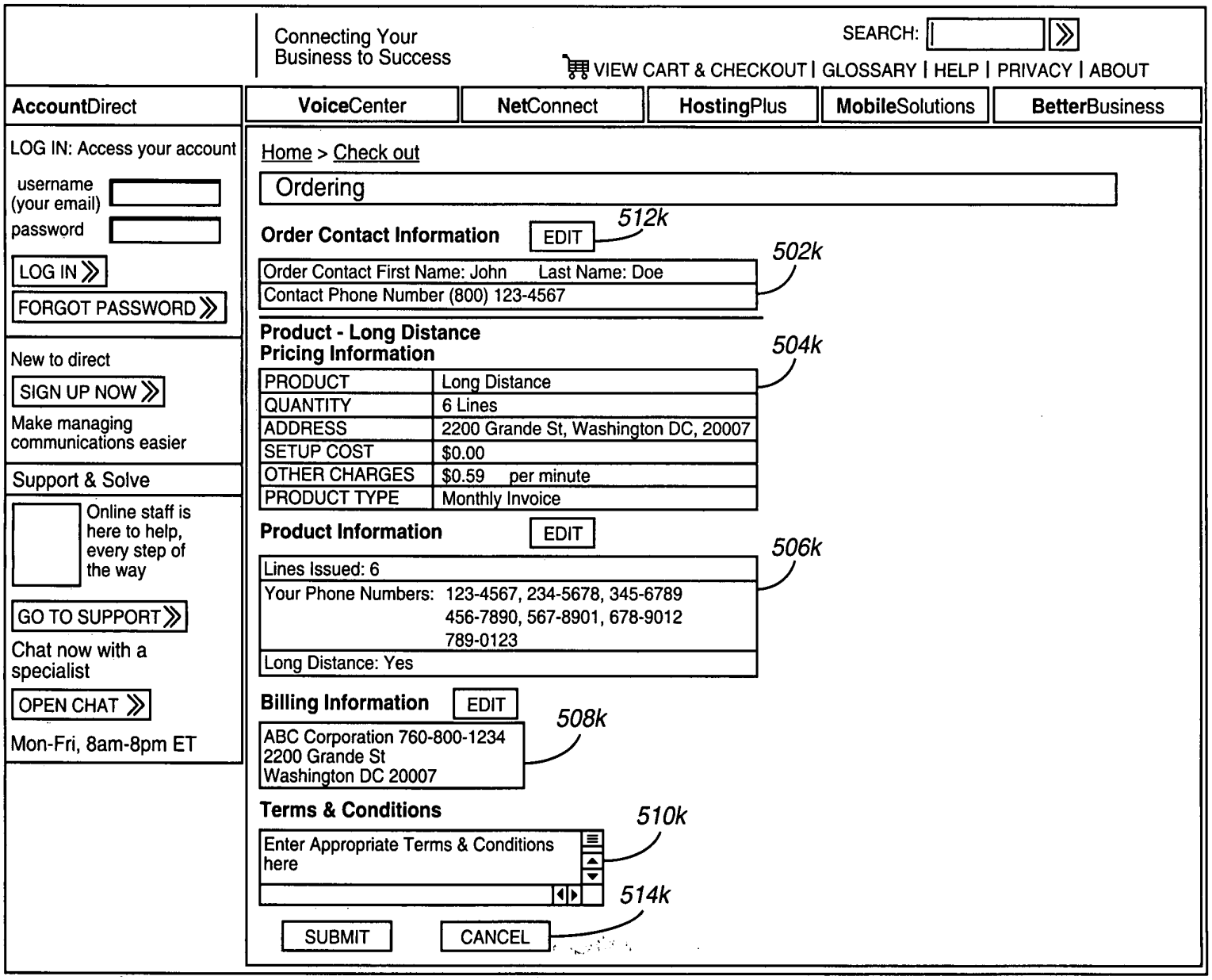

FIG. 5K

Docket No.: WMA01003
Appln No.: 10/051,182
Title: Graphical User Interface For Procuring Telecommunications Services On-Line
Inventors: Felkey et al.
Confirmation No.: 9672
Sheets of Drawings: 15 of 43

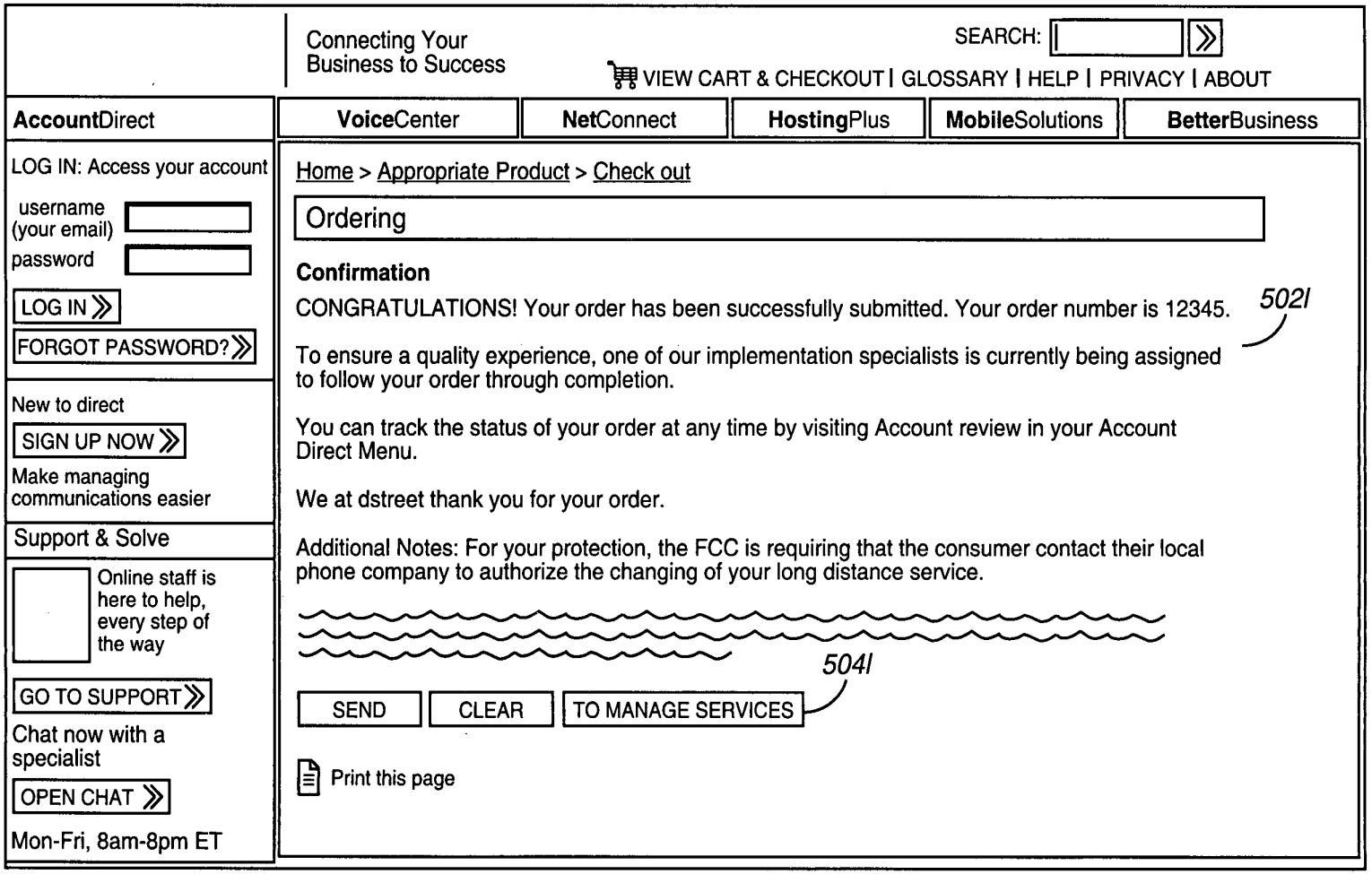

FIG. 5L

Docket No.: WMA01003
Appln No.: 10/051,182
Title: Graphical User Interface For Procuring Telecommunications Services On-Line
Inventors: Felkey et al.
Confirmation No.: 9672
Sheets of Drawings: 16 of 43

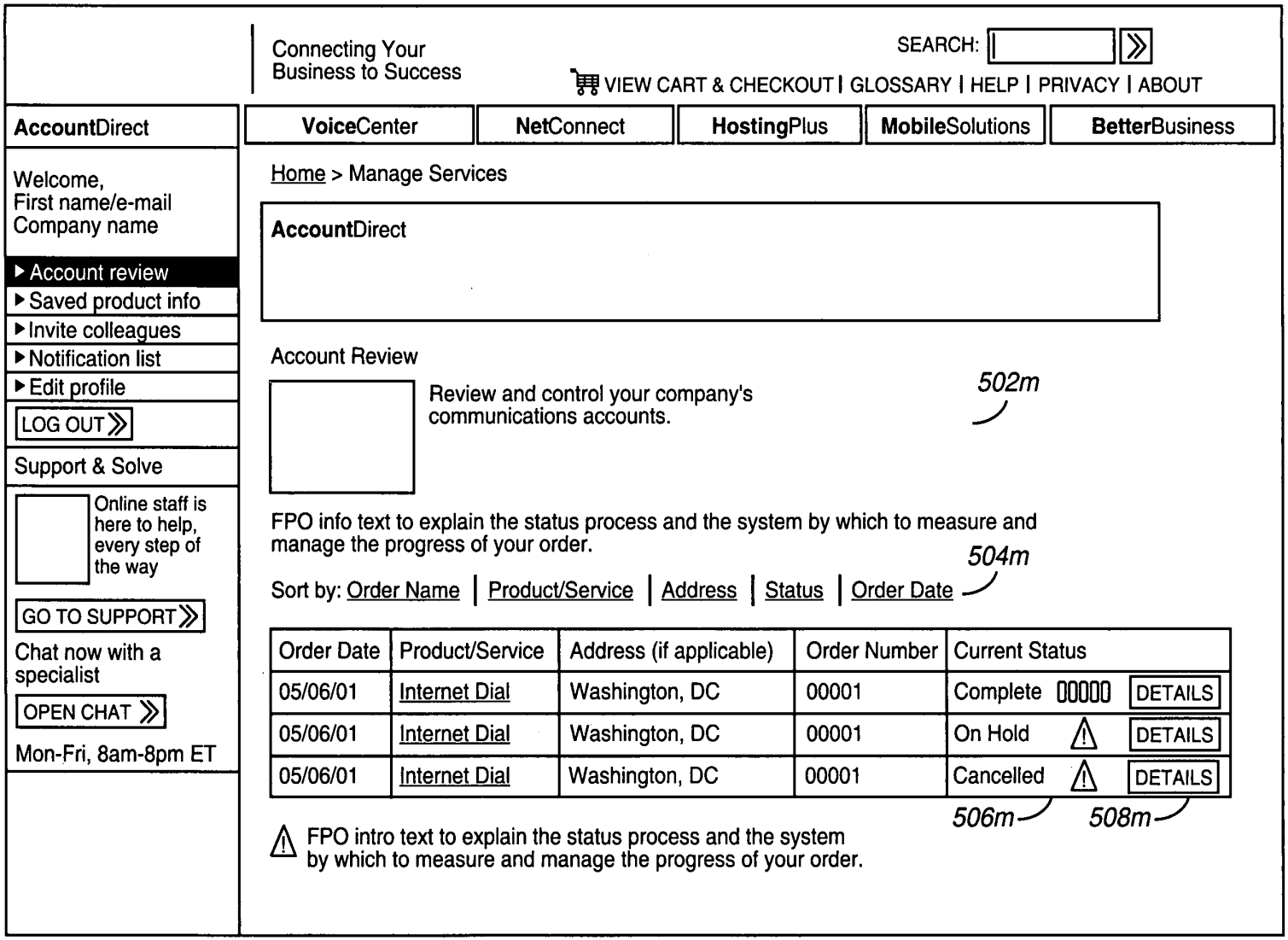

FIG. 5M

Docket No.: WMA01003
Appln No.: 10/051,182
Title: Graphical User Interface For Procuring Telecommunications Services On-Line
Inventors: Felkey et al.
Confirmation No.: 9672
Sheets of Drawings: 17 of 43

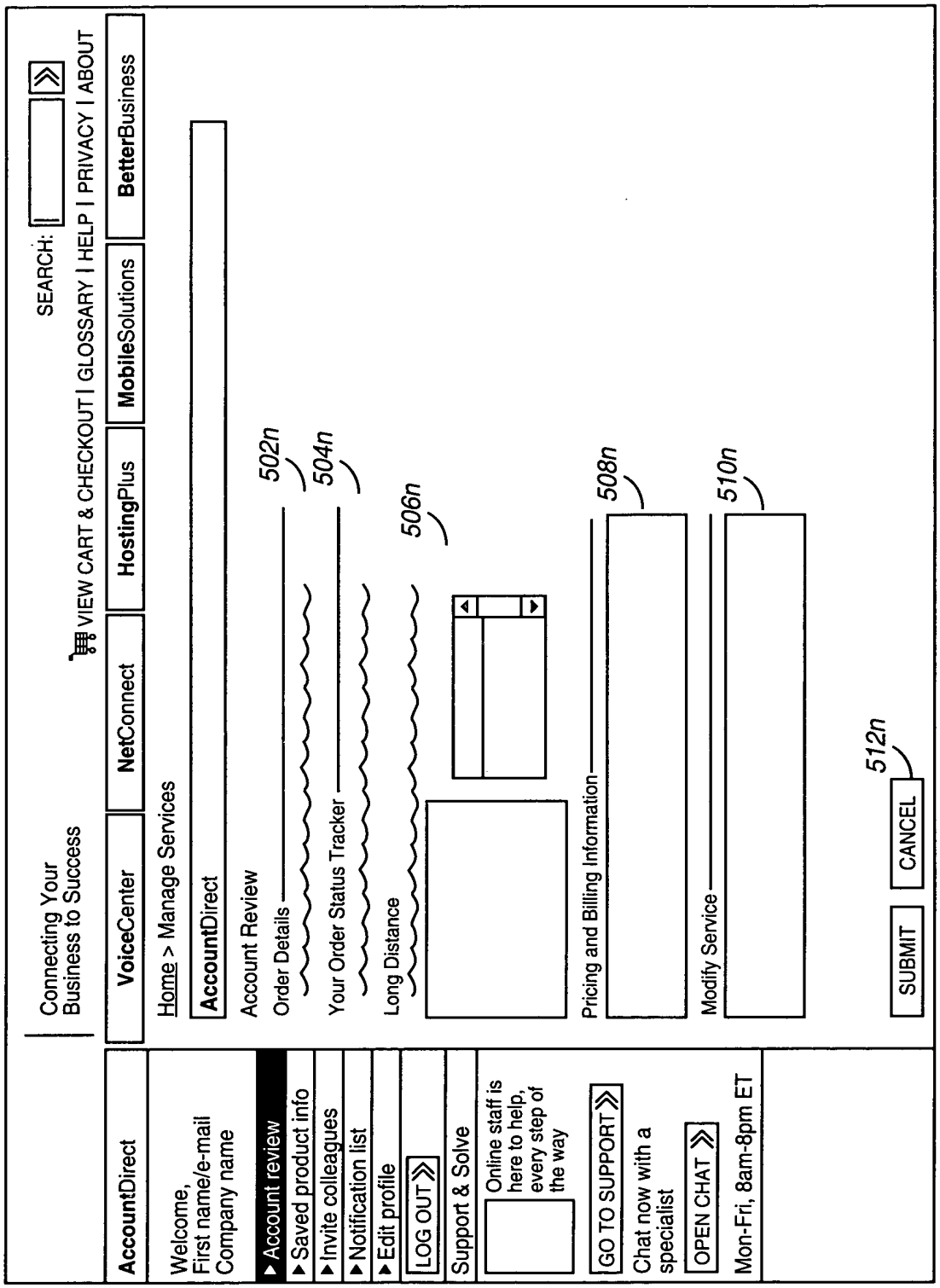
Connecting Your Business to Success
SEARCH:
VIEW CART & CHECKOUT | GLOSSARY | HELP | PRIVACY | ABOUT
AccountDirect
VoiceCenter
NetConnect
HostingPlus
MobileSolutions
BetterBusiness
Welcome, First name/e-mail Company name
Home > Manage Services
AccountDirect
Account Review
Order Details
Your Order Status Tracker
Long Distance
Pricing and Billing Information
Modify Service
▸ Account review
▸ Saved product info
▸ Invite colleagues
▸ Notification list
▸ Edit profile
LOG OUT
Support & Solve
Online staff is here to help, every step of the way
GO TO SUPPORT
Chat now with a specialist
OPEN CHAT
Mon-Fri, 8am-8pm ET
SUBMIT
CANCEL
502n
504n
506n
508n
510n
512n

FIG. 5N

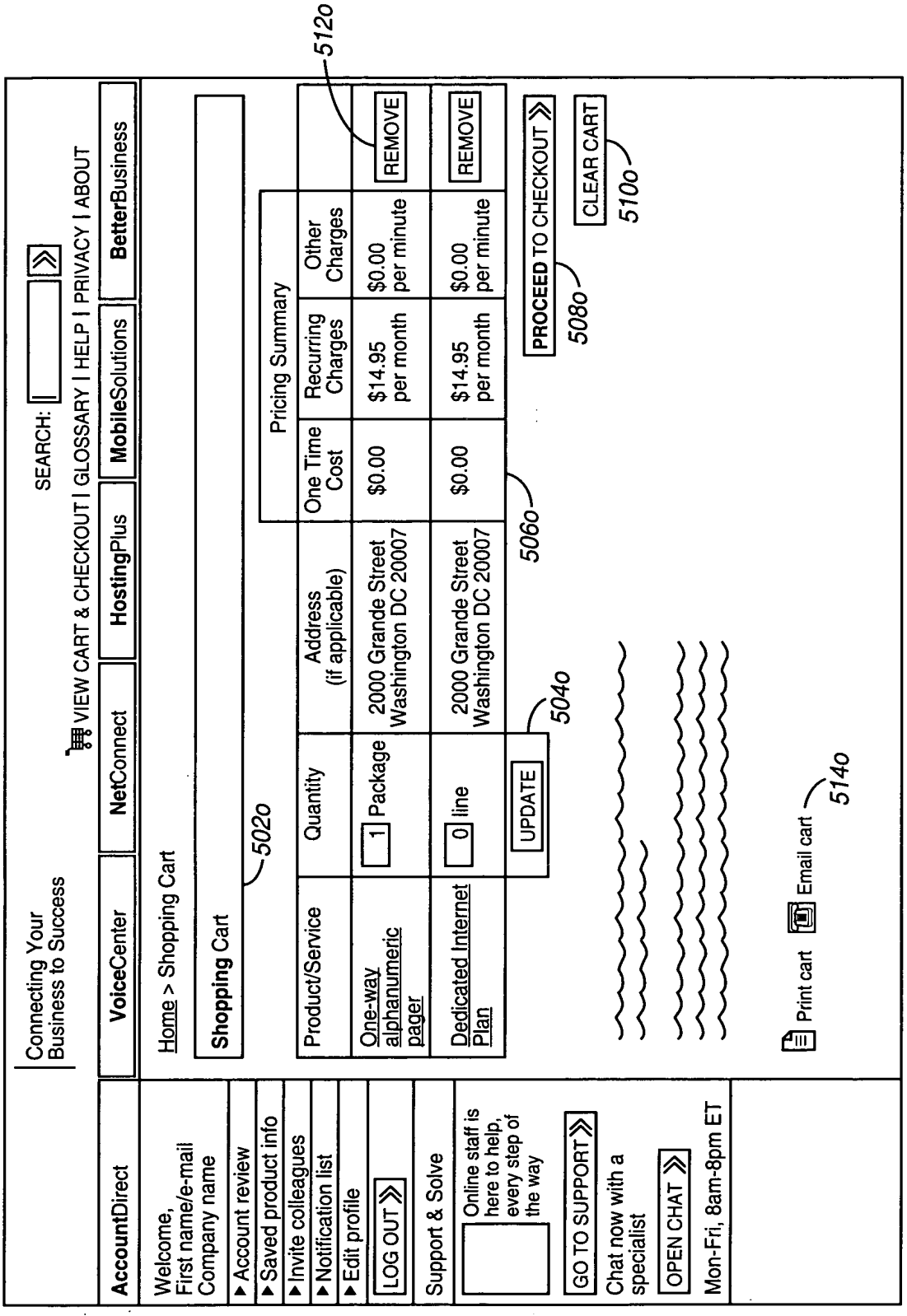
Connecting Your Business to Success
SEARCH:
VIEW CART & CHECKOUT | GLOSSARY | HELP | PRIVACY | ABOUT
AccountDirect
VoiceCenter
NetConnect
HostingPlus
MobileSolutions
BetterBusiness
Welcome, First name/e-mail Company name
▸ Account review
▸ Saved product info
▸ Invite colleagues
▸ Notification list
▸ Edit profile
LOG OUT
Support & Solve
Online staff is here to help, every step of the way
GO TO SUPPORT
Chat now with a specialist
OPEN CHAT
Mon-Fri, 8am-8pm ET
Home > Shopping Cart
Shopping Cart
5020
Pricing Summary
Product/Service
Quantity
Address (if applicable)
One Time Cost
Recurring Charges
Other Charges
One-way alphanumeric pager
1 Package
2000 Grande Street Washington DC 20007
$0.00
$14.95 per month
$0.00 per minute
REMOVE
5120
Dedicated Internet Plan
0 line
2000 Grande Street Washington DC 20007
$0.00
$14.95 per month
$0.00 per minute
REMOVE
5060
UPDATE
5040
PROCEED TO CHECKOUT
5080
CLEAR CART
5100
Print cart
Email cart
5140

FIG. 50

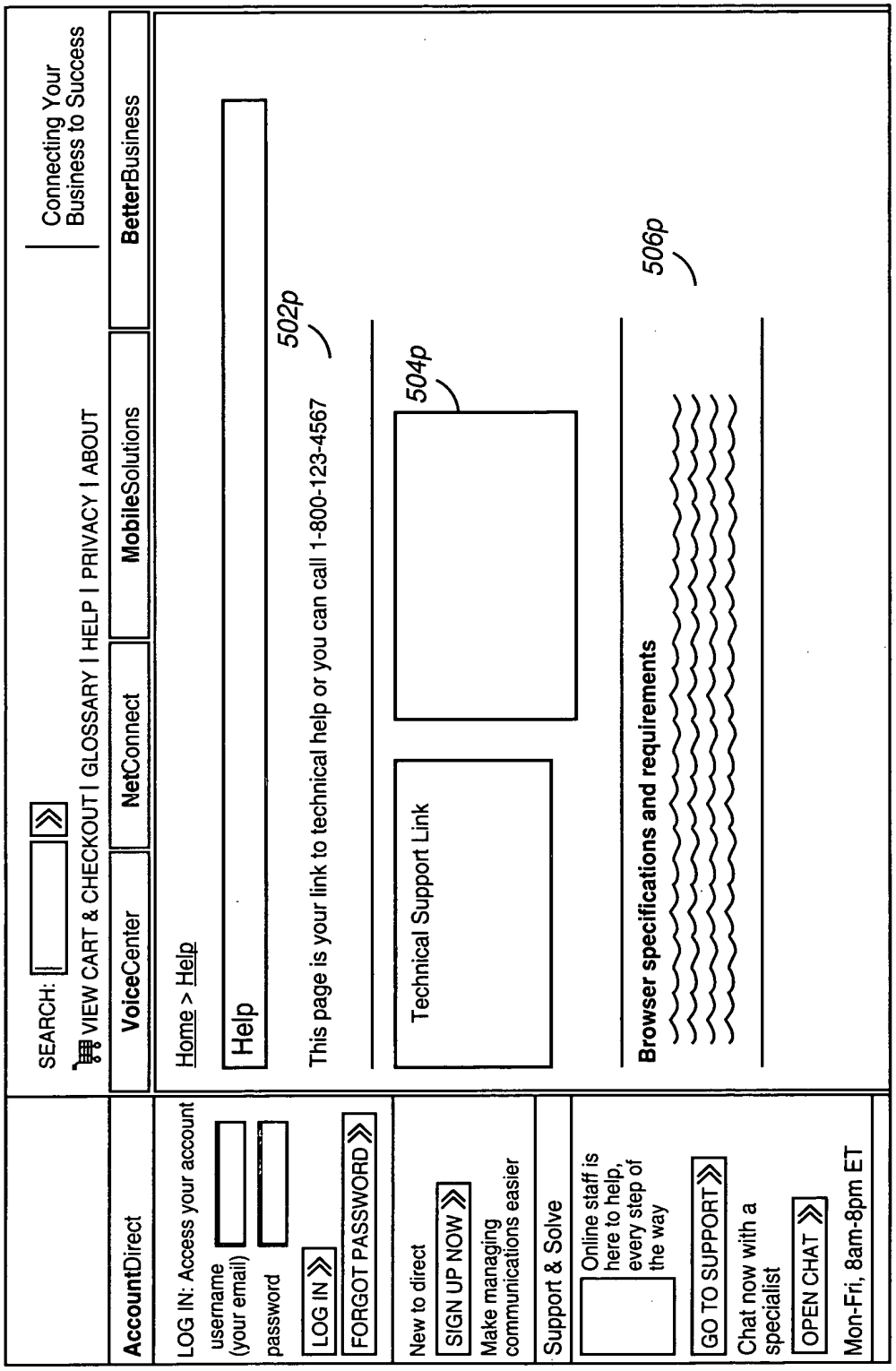
SEARCH:
VIEW CART & CHECKOUT | GLOSSARY | HELP | PRIVACY | ABOUT
Connecting Your Business to Success
AccountDirect
VoiceCenter
NetConnect
MobileSolutions
BetterBusiness
LOG IN: Access your account
username (your email)
password
LOG IN
FORGOT PASSWORD
New to direct
SIGN UP NOW
Make managing communications easier
Support & Solve
Online staff is here to help, every step of the way
GO TO SUPPORT
Chat now with a specialist
OPEN CHAT
Mon-Fri, 8am-8pm ET
Home > Help
Help
This page is your link to technical help or you can call 1-800-123-4567
Technical Support Link
Browser specifications and requirements
502p
504p
506p

FIG. 5P

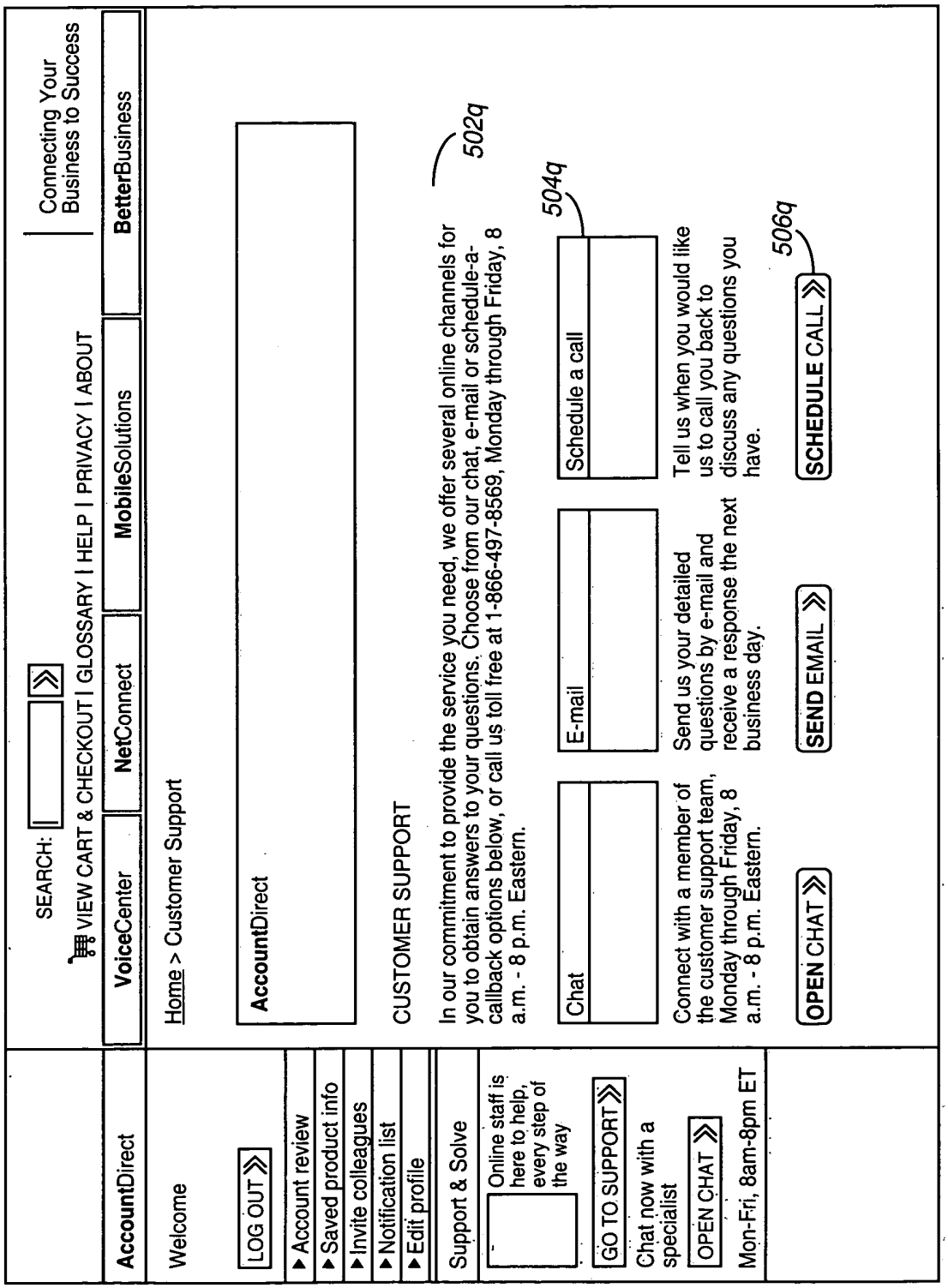
SEARCH:
VIEW CART & CHECKOUT | GLOSSARY | HELP | PRIVACY | ABOUT
Connecting Your Business to Success
AccountDirect
VoiceCenter
NetConnect
MobileSolutions
BetterBusiness
Welcome
LOG OUT
Account review
Saved product info
Invite colleagues
Notification list
Edit profile
Support & Solve
Online staff is here to help, every step of the way
GO TO SUPPORT
Chat now with a specialist
OPEN CHAT
Mon-Fri, 8am-8pm ET
Home > Customer Support
AccountDirect
CUSTOMER SUPPORT
In our commitment to provide the service you need, we offer several online channels for you to obtain answers to your questions. Choose from our chat, e-mail or schedule-a-callback options below, or call us toll free at 1-866-497-8569, Monday through Friday, 8 a.m. - 8 p.m. Eastern.
502q
Chat
Connect with a member of the customer support team, Monday through Friday, 8 a.m. - 8 p.m. Eastern.
OPEN CHAT
E-mail
Send us your detailed questions by e-mail and receive a response the next business day.
SEND EMAIL
504q
Schedule a call
Tell us when you would like us to call you back to discuss any questions you have.
506q
SCHEDULE CALL

FIG. 5Q

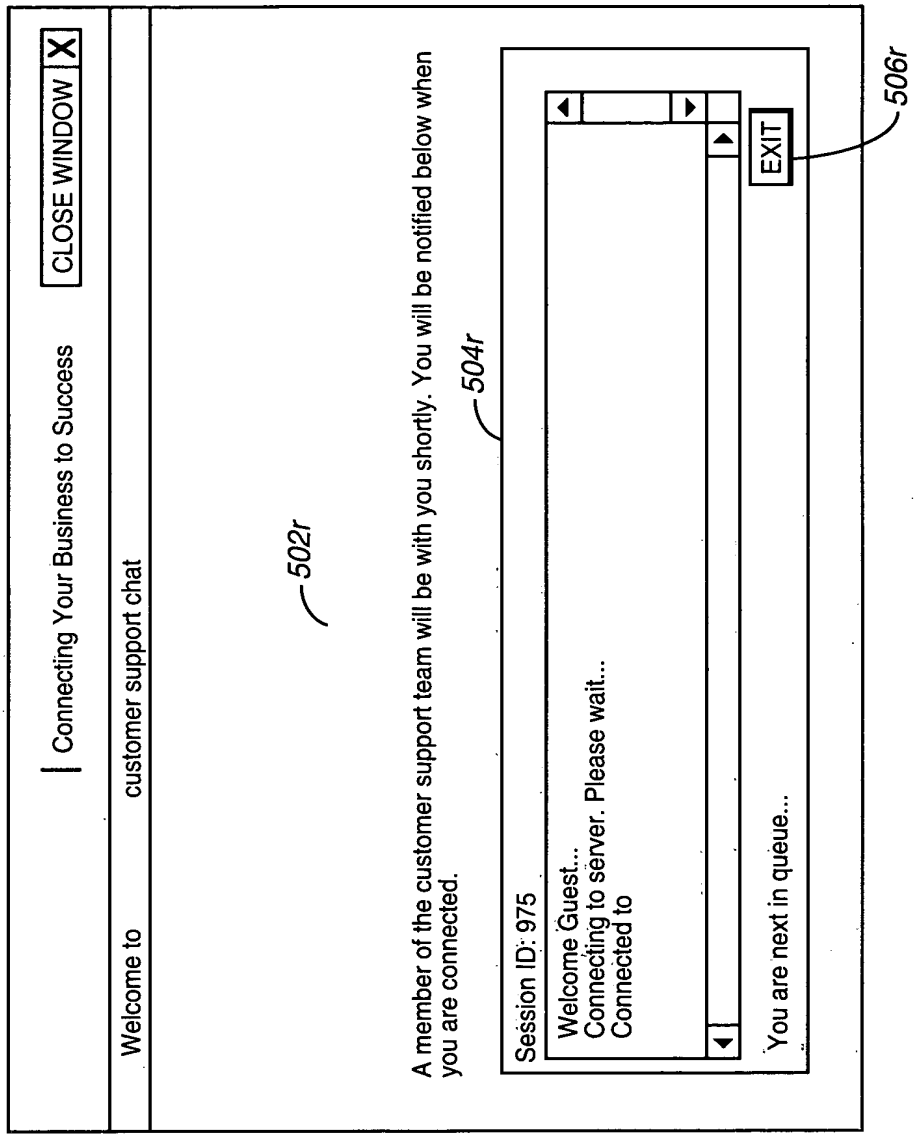
Connecting Your Business to Success
CLOSE WINDOW
Welcome to
customer support chat
502r
A member of the customer support team will be with you shortly. You will be notified below when you are connected.
504r
Session ID: 975
Welcome Guest...
Connecting to server. Please wait...
Connected to
You are next in queue...
EXIT
506r

FIG. 5R

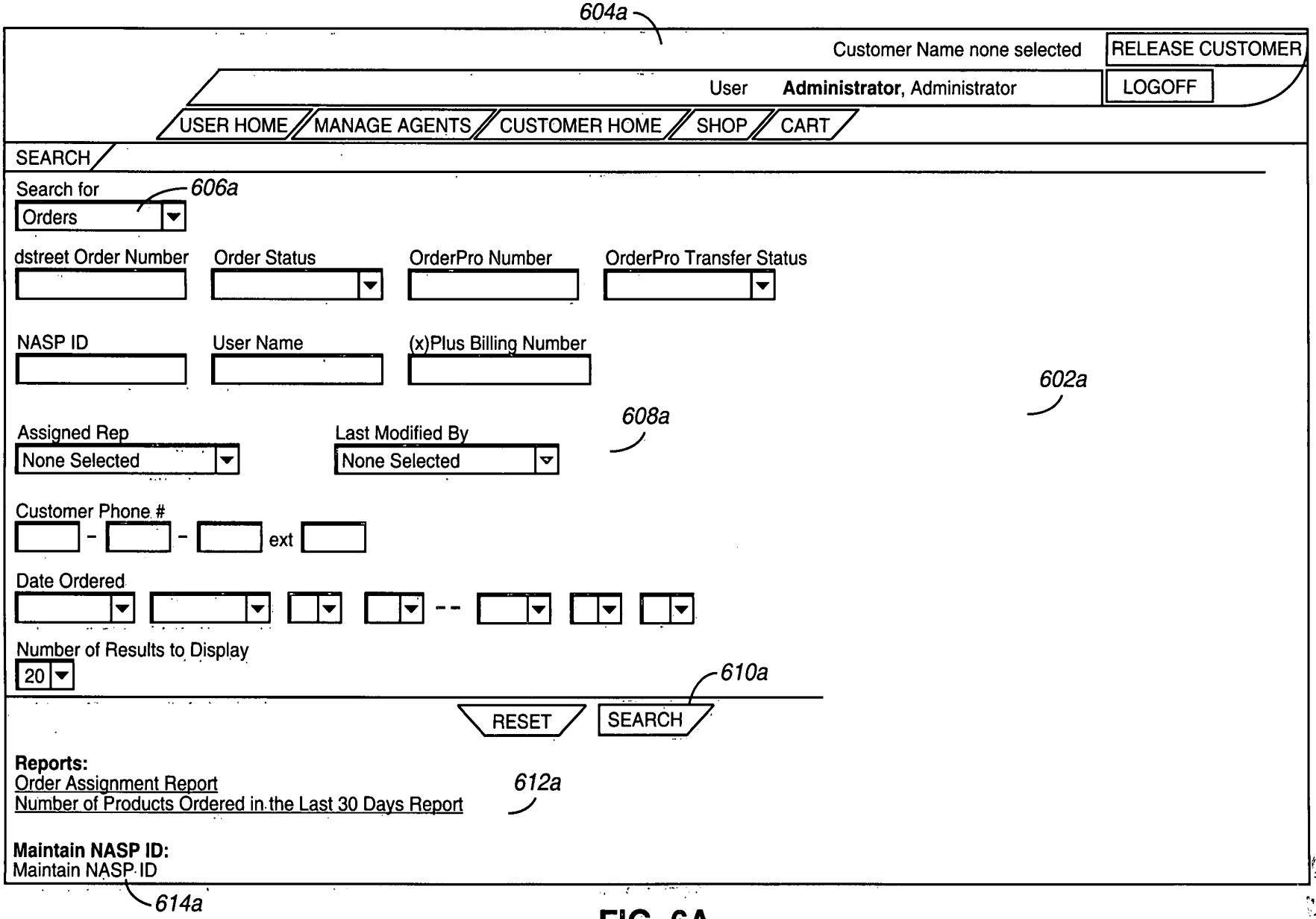

FIG. 6A

Docket No.: WMA01003
Appln No.: 10/051,182
Title: Graphical User Interface For Procuring Telecommunications Services On-Line
Inventors: Felkey et al.
Confirmation No.: 9672
Sheets of Drawings: 23 of 43

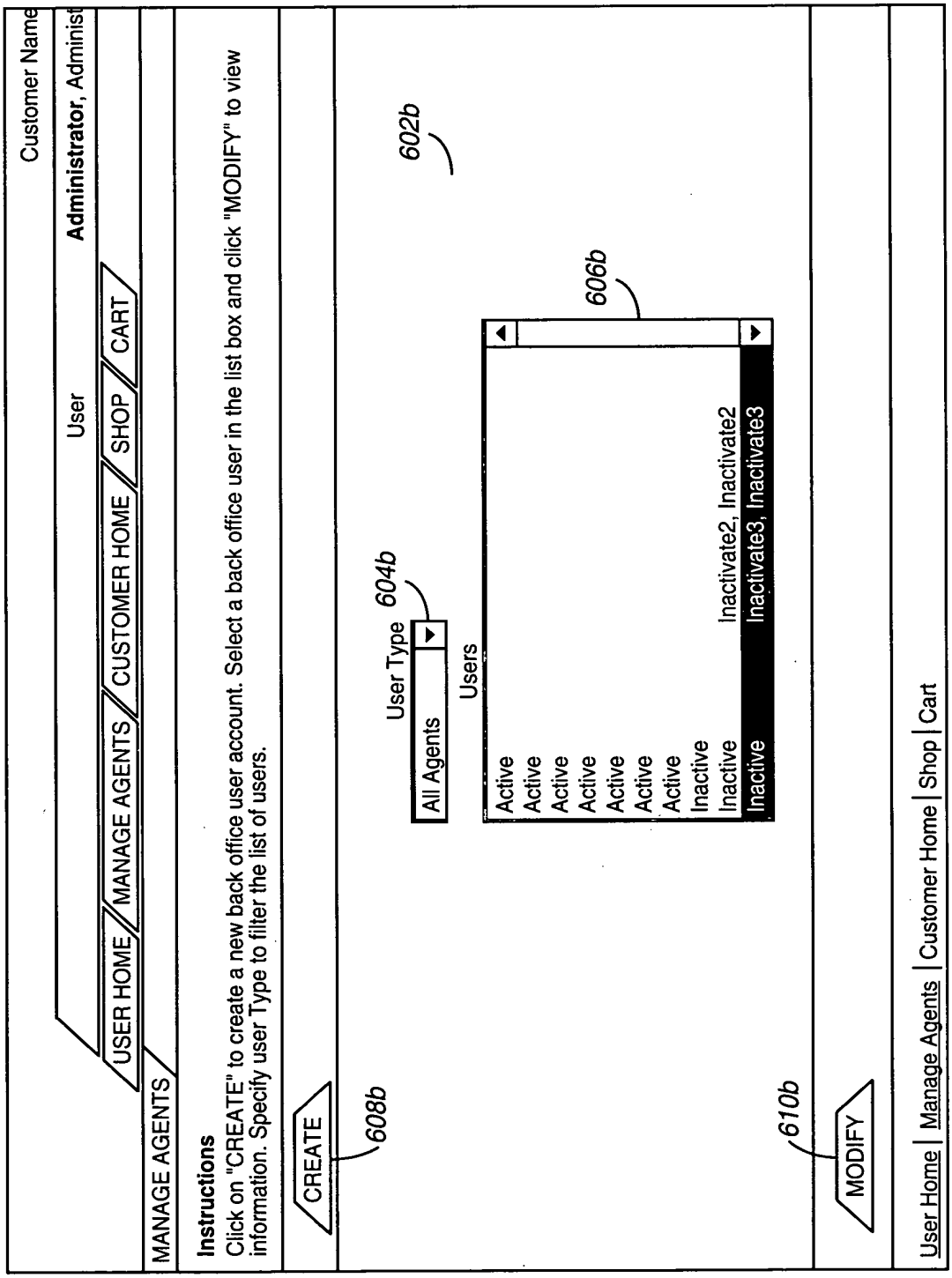
Customer Name
User
Administrator, Administ
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
MANAGE AGENTS
Instructions
Click on "CREATE" to create a new back office user account. Select a back office user in the list box and click "MODIFY" to view information. Specify user Type to filter the list of users.
CREATE
608b
602b
User Type
604b
All Agents
Users
606b
Active
Active
Active
Active
Active
Active
Active
Inactive
Inactive
Inactive
Inactivate2, Inactivate2
Inactivate3, Inactivate3
610b
MODIFY
User Home | Manage Agents | Customer Home | Shop | Cart

FIG. 6B

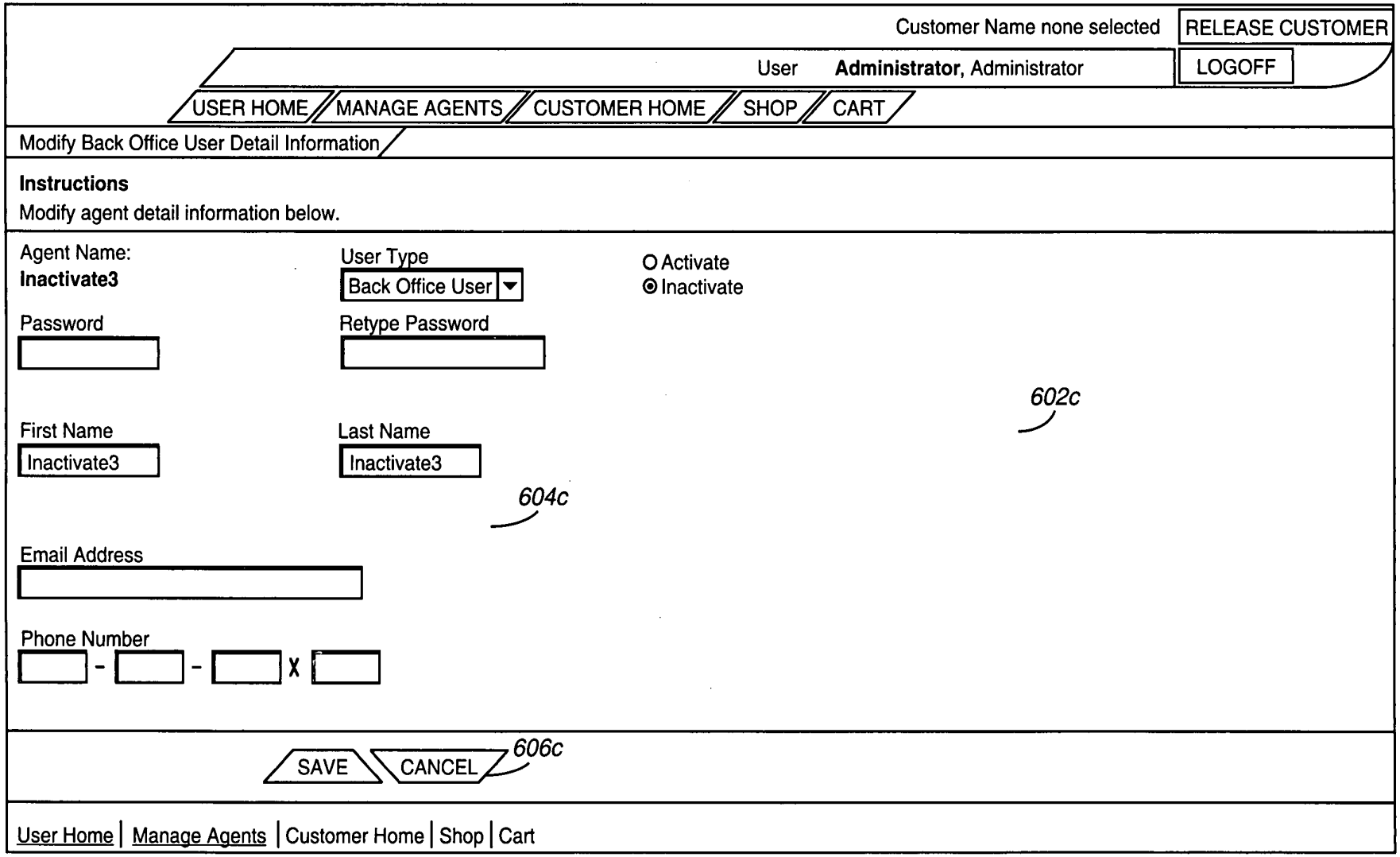

FIG. 6C

Docket No.: WMA01003
Appln No.: 10/051,182
Title: Graphical User Interface For Procuring Telecommunications Services On-line
Inventors: Felkey et al.
Confirmation No.: 9672
Sheets of Drawings: 25 of 43

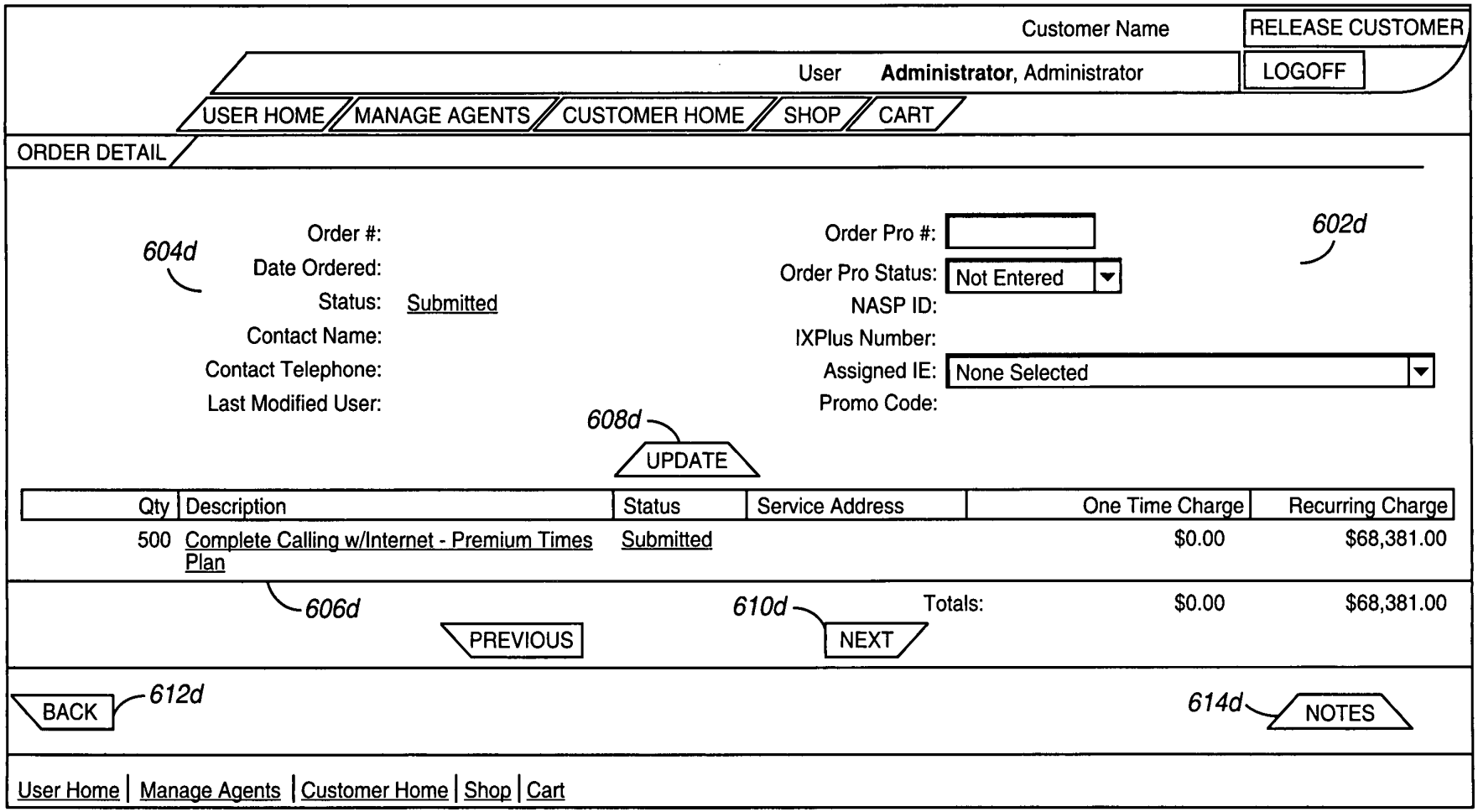

FIG. 6D

Docket No.: WMA0103
Appln No.: 10/051,182
Title: Graphical User Interface For Procuring Telecommunications Services On-Line
Inventors: Felkey et al.
Confirmation No.: 9672
Sheets of Drawings: 26 of 43

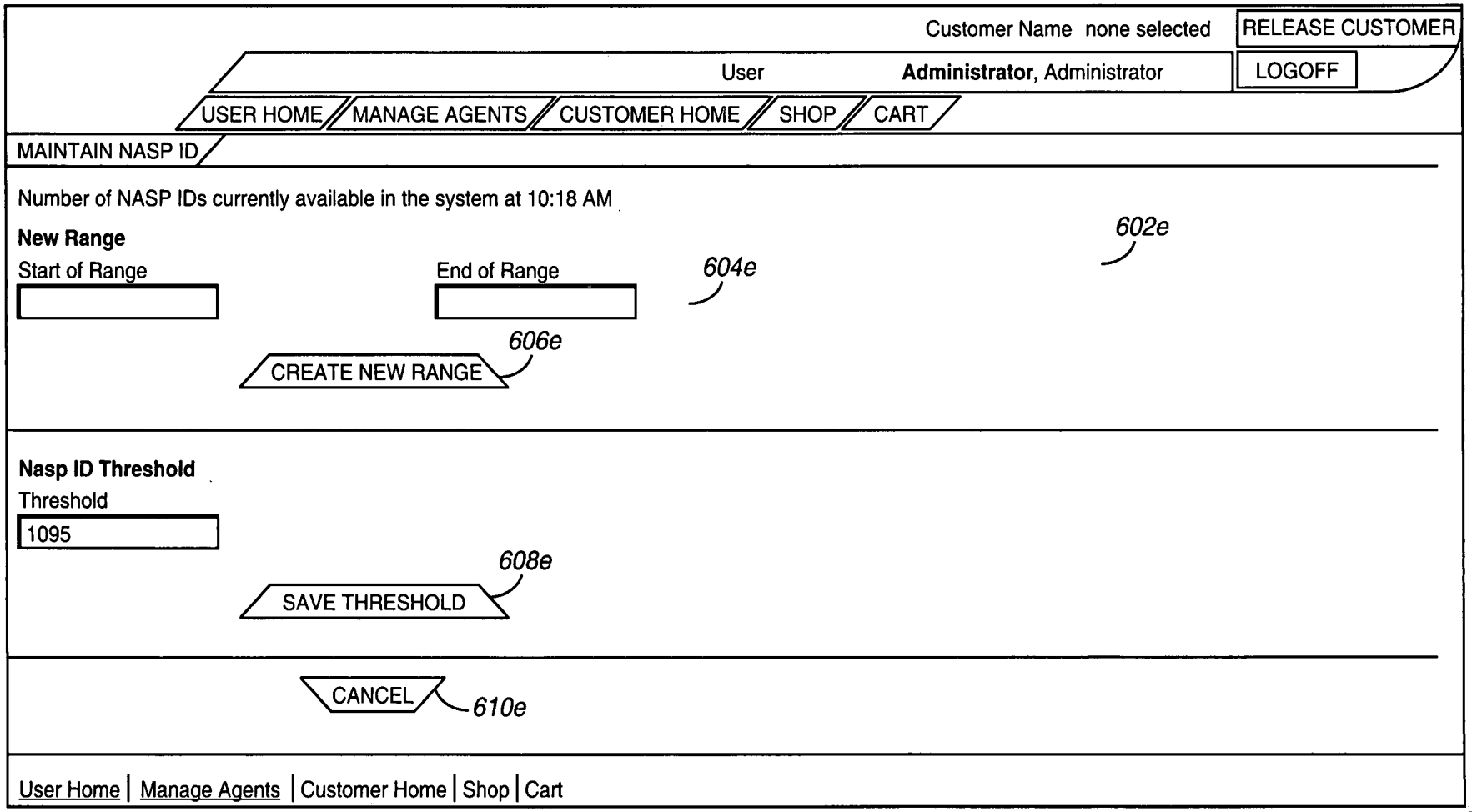

FIG. 6E

Docket No.: WWA1003
Appln No.: 10/051,182
Title: Graphical User Interface For Procuring Telecommunications Services On-Line
Inventors: Felkey et al.
Confirmation No.: 9672
Sheets of Drawings: 27 of 43

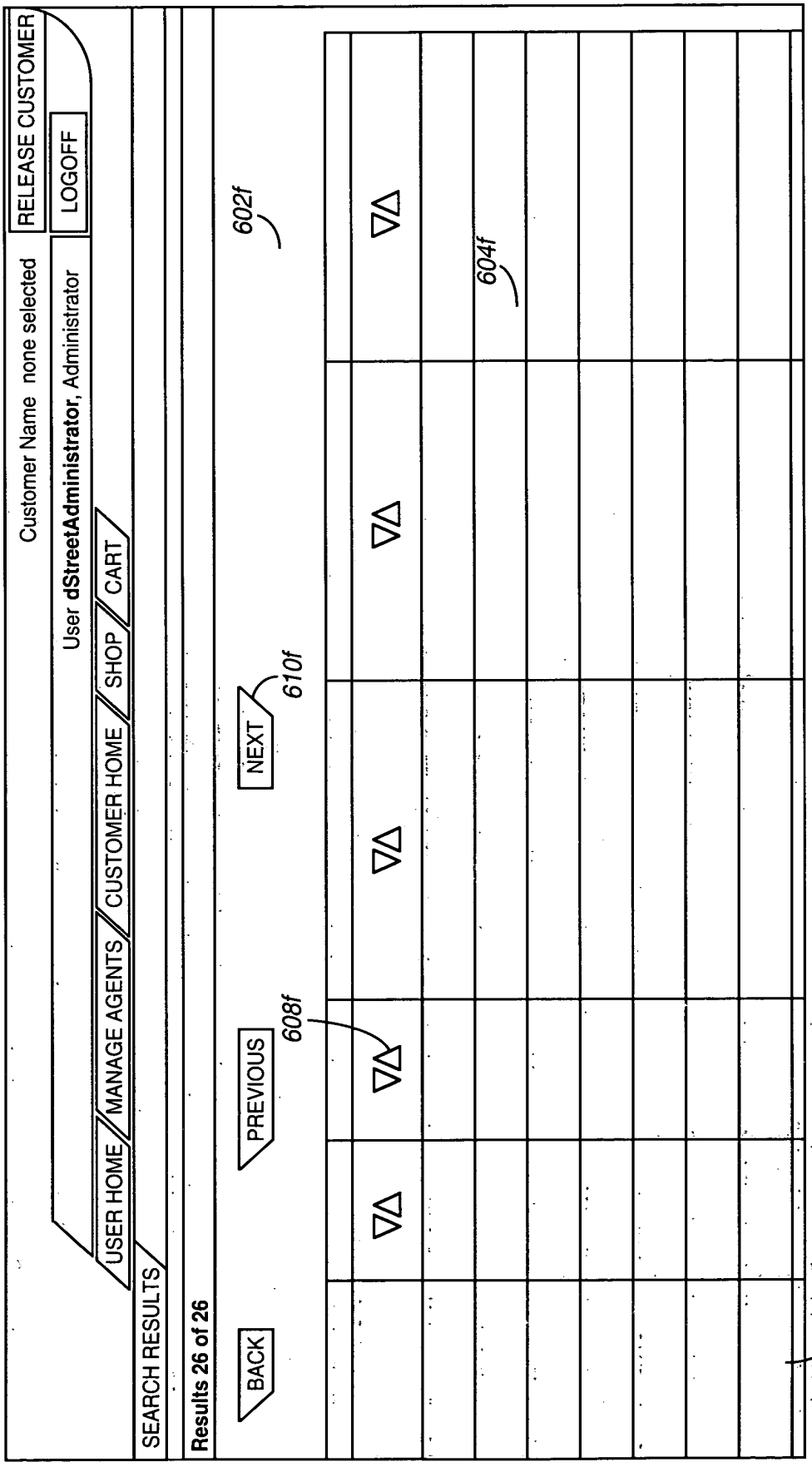
RELEASE CUSTOMER
Customer Name none selected
LOGOFF
User dStreetAdministrator, Administrator
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
SEARCH RESULTS
Results 26 of 26
602f
BACK
PREVIOUS
608f
NEXT
610f
604f
606f

FIG. 6F

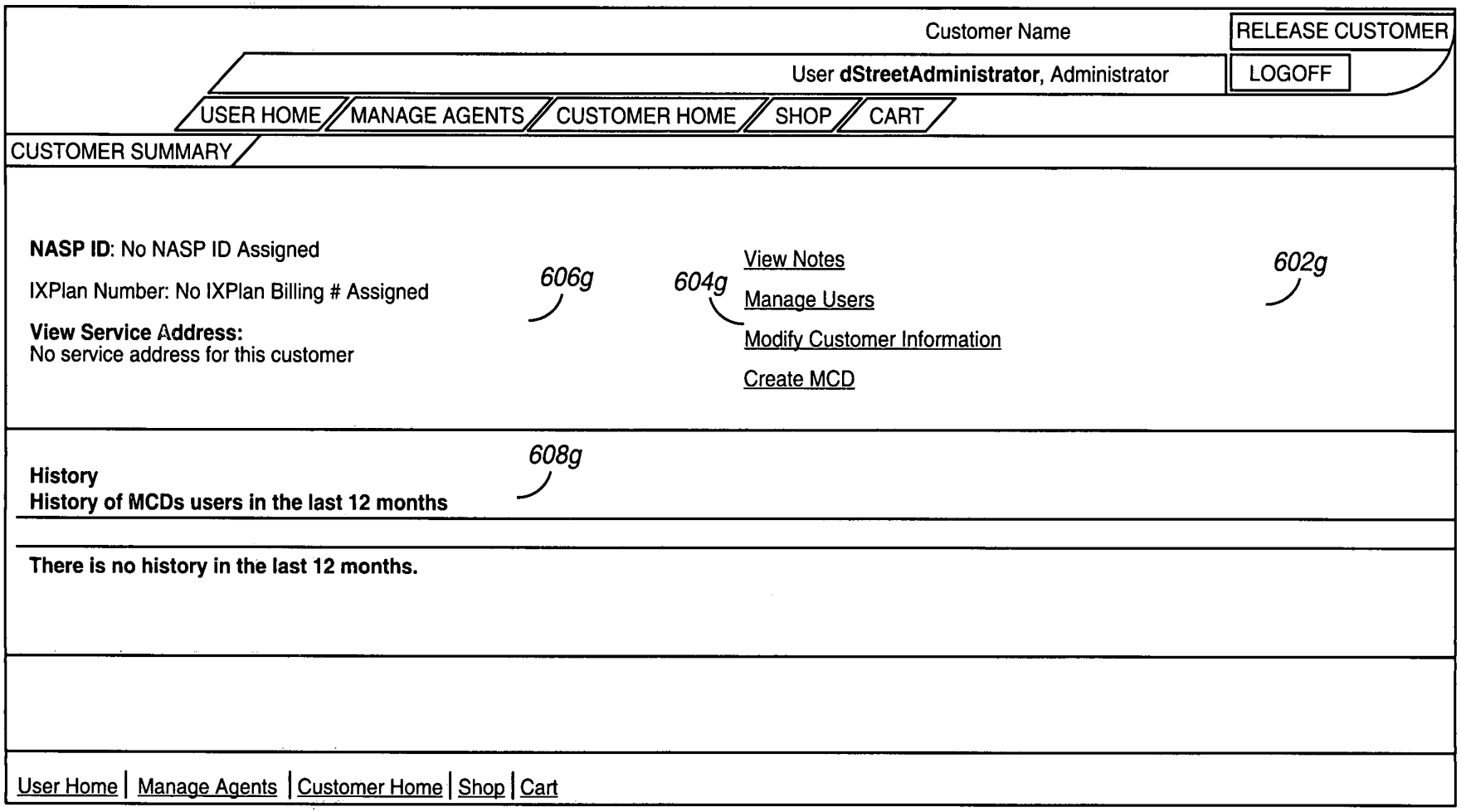

FIG. 6G

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Title: Graphical User Interface For Procuring Telecommunications Services On-Line
Inventors: Felkey et al.
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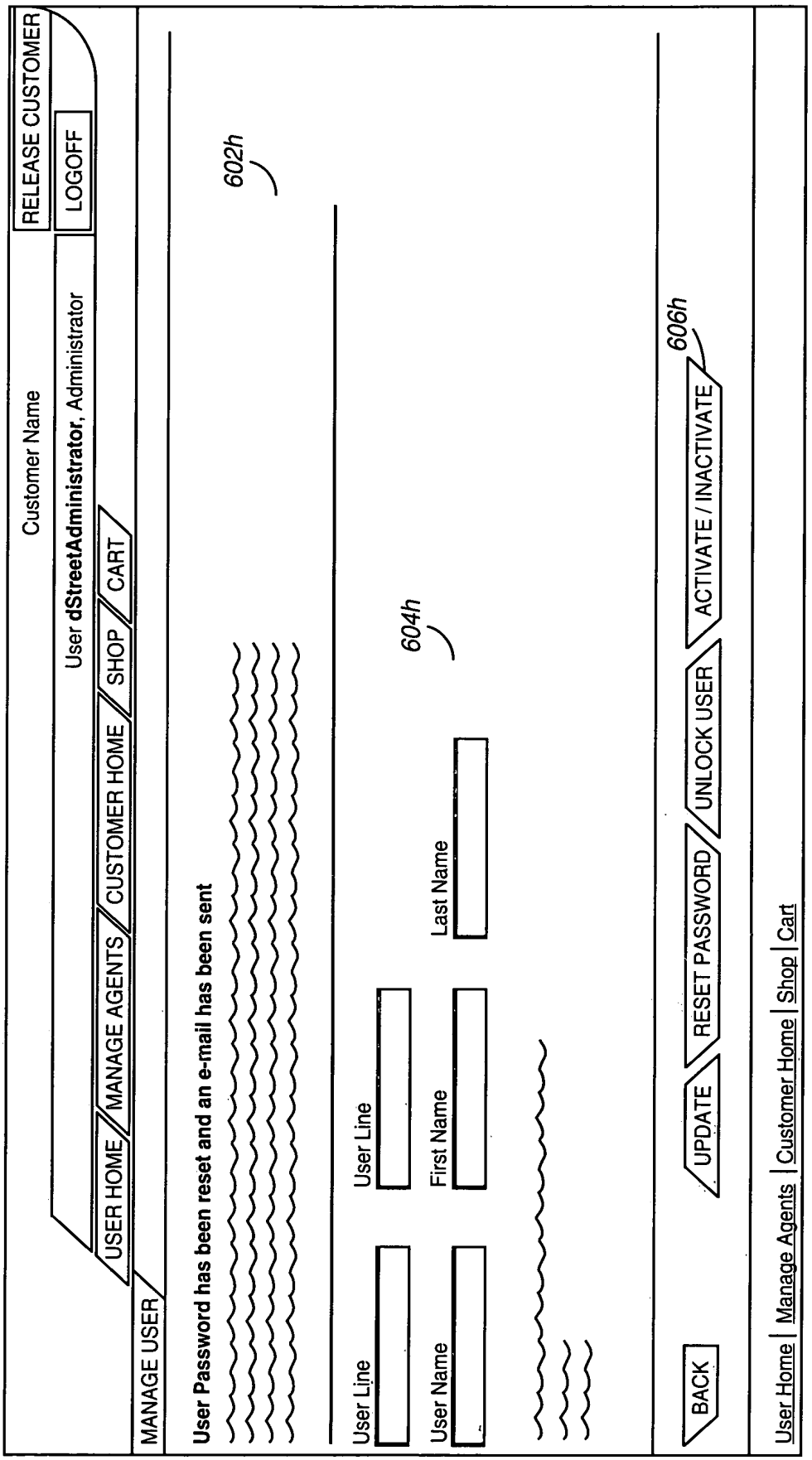
Customer Name
RELEASE CUSTOMER
User dStreetAdministrator, Administrator
LOGOFF
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
MANAGE USER
602h
User Password has been reset and an e-mail has been sent
User Line
User Line
604h
First Name
Last Name
User Name
BACK
UPDATE
RESET PASSWORD
UNLOCK USER
ACTIVATE / INACTIVATE
606h
User Home | Manage Agents | Customer Home | Shop | Cart

FIG. 6H

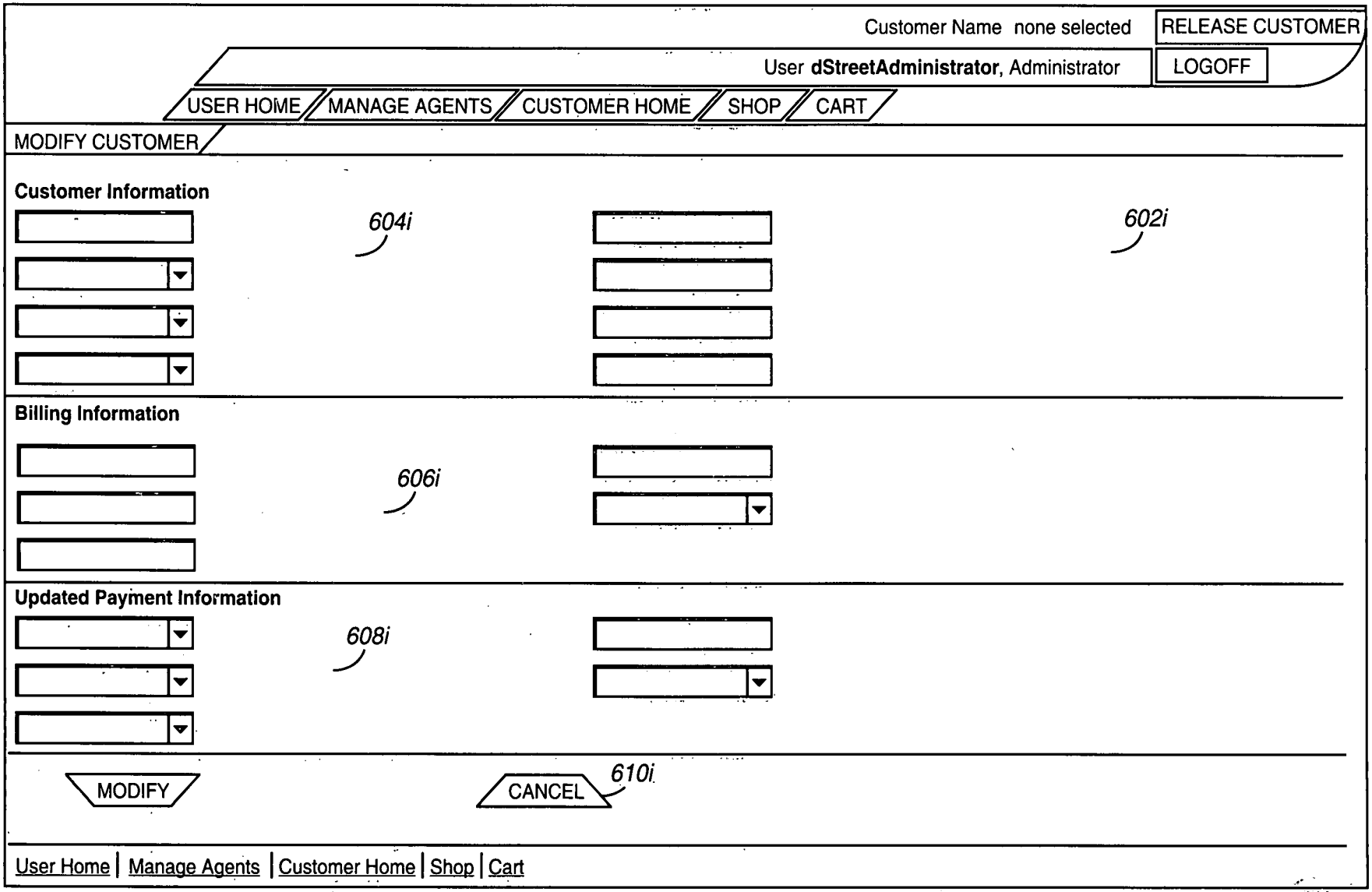

FIG. 6I

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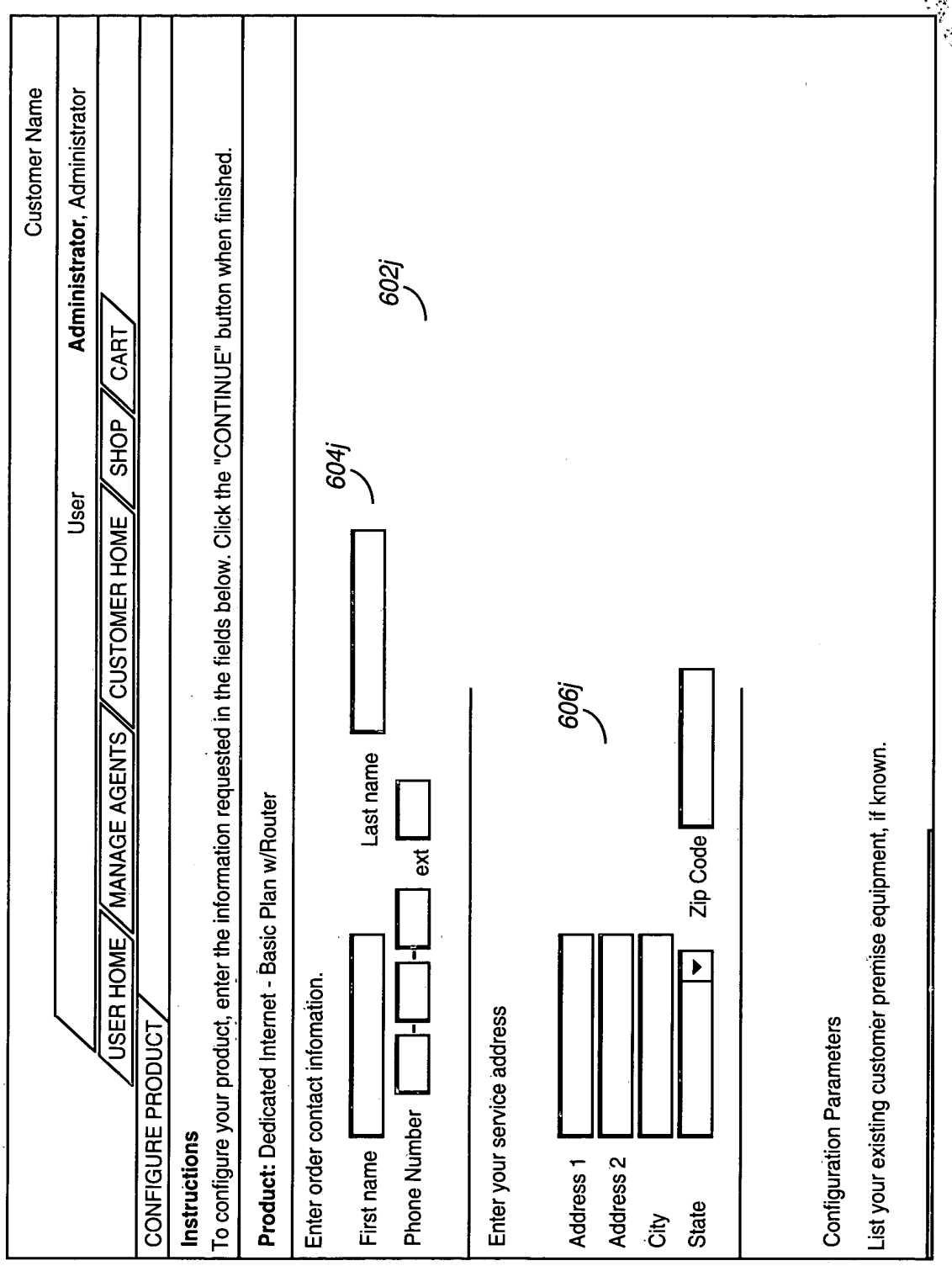
Customer Name
User Administrator, Administrator
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
CONFIGURE PRODUCT
Instructions
To configure your product, enter the information requested in the fields below. Click the "CONTINUE" button when finished.
Product: Dedicated Internet - Basic Plan w/Router
Enter order contact infomation.
First name
Last name
Phone Number
ext
Enter your service address
Address 1
Address 2
City
State
Zip Code
Configuration Parameters
List your existing customer premise equipment, if known.
602j
604j
606j

FIG. 6J

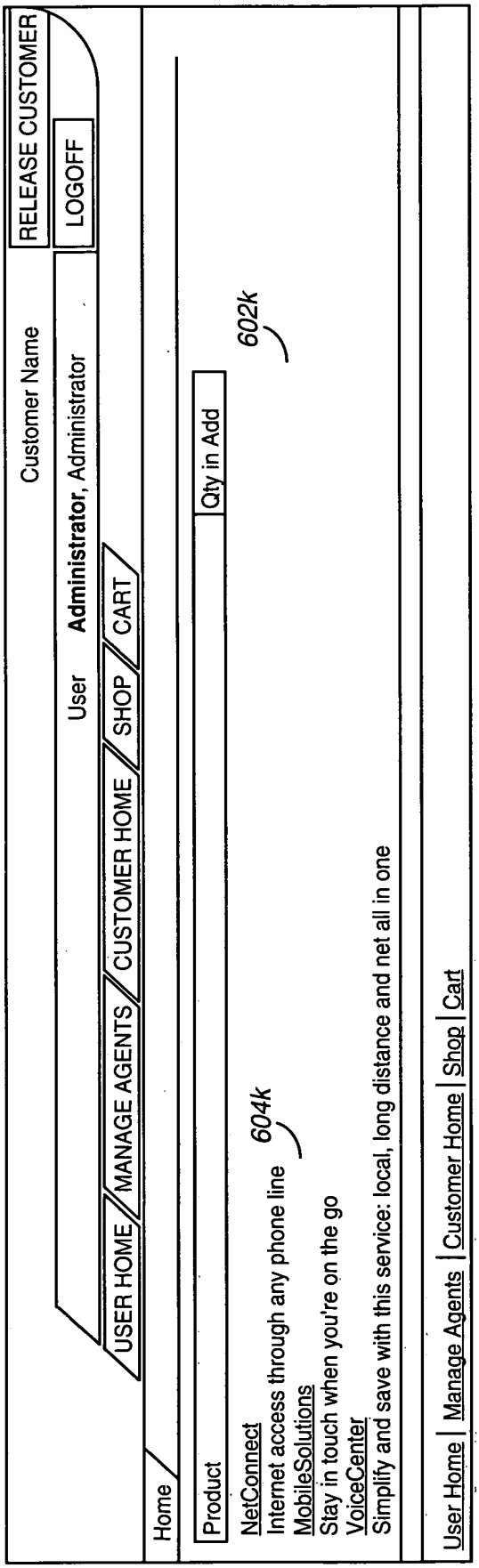
RELEASE CUSTOMER
Customer Name
LOGOFF
User Administrator, Administrator
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
Home
Product
Qty in Add
602k
NetConnect
Internet access through any phone line
604k
MobileSolutions
Stay in touch when you're on the go
VoiceCenter
Simplify and save with this service: local, long distance and net all in one
User Home | Manage Agents | Customer Home | Shop | Cart

FIG. 6K

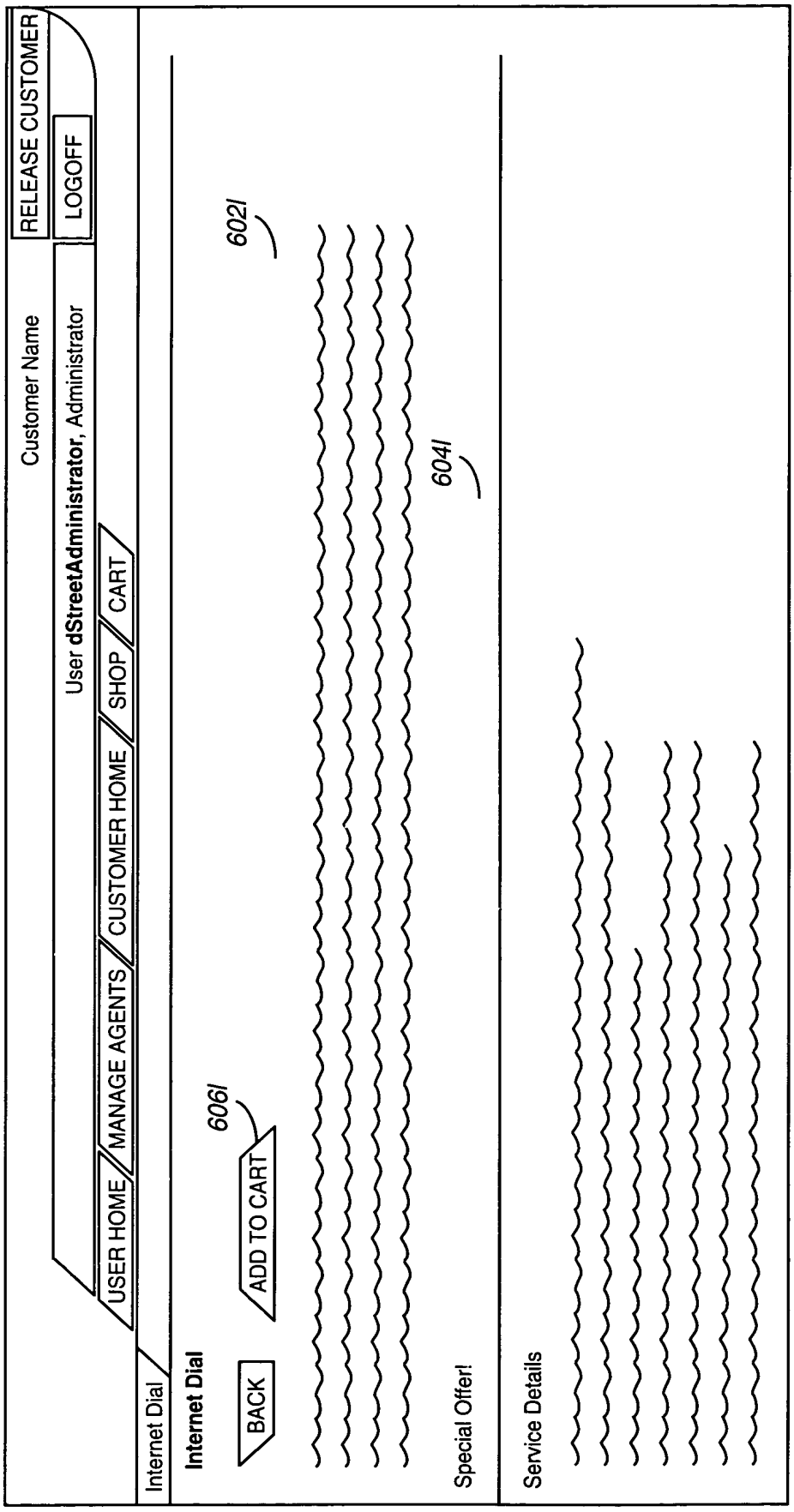
Customer Name
RELEASE CUSTOMER
User dStreetAdministrator, Administrator
LOGOFF
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
Internet Dial
Internet Dial
BACK
ADD TO CART
602I
604I
606I
Special Offer!
Service Details

FIG. 6L

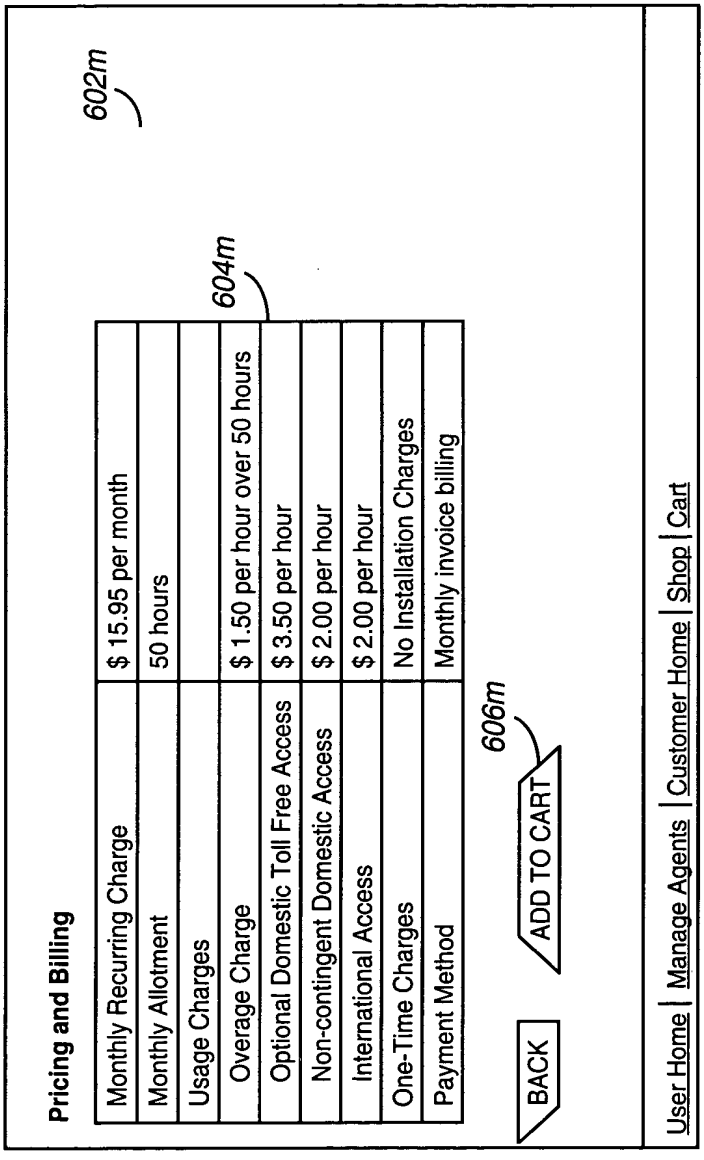
602m
604m
606m
Pricing and Billing
Monthly Recurring Charge
$ 15.95 per month
Monthly Allotment
50 hours
Usage Charges
Overage Charge
$ 1.50 per hour over 50 hours
Optional Domestic Toll Free Access
$ 3.50 per hour
Non-contingent Domestic Access
$ 2.00 per hour
International Access
$ 2.00 per hour
One-Time Charges
No Installation Charges
Payment Method
Monthly invoice billing
BACK
ADD TO CART
User Home | Manage Agents | Customer Home | Shop | Cart

FIG. 6M

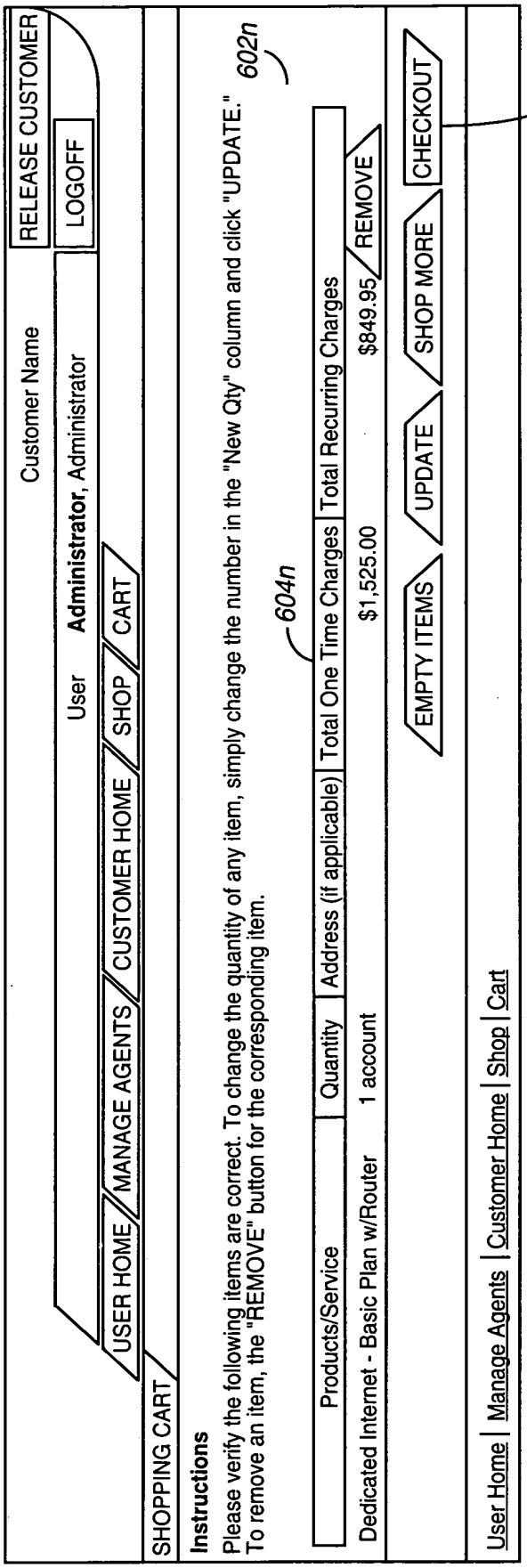
Customer Name
RELEASE CUSTOMER
User Administrator, Administrator
LOGOFF
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
SHOPPING CART
Instructions
Please verify the following items are correct. To change the quantity of any item, simply change the number in the "New Qty" column and click "UPDATE."
To remove an item, the "REMOVE" button for the corresponding item.
602n
604n
Products/Service
Quantity
Address (if applicable)
Total One Time Charges
Total Recurring Charges
Dedicated Internet - Basic Plan w/Router
1 account
$1,525.00
$849.95
REMOVE
EMPTY ITEMS
UPDATE
SHOP MORE
CHECKOUT
606n
User Home | Manage Agents | Customer Home | Shop | Cart

FIG. 6N

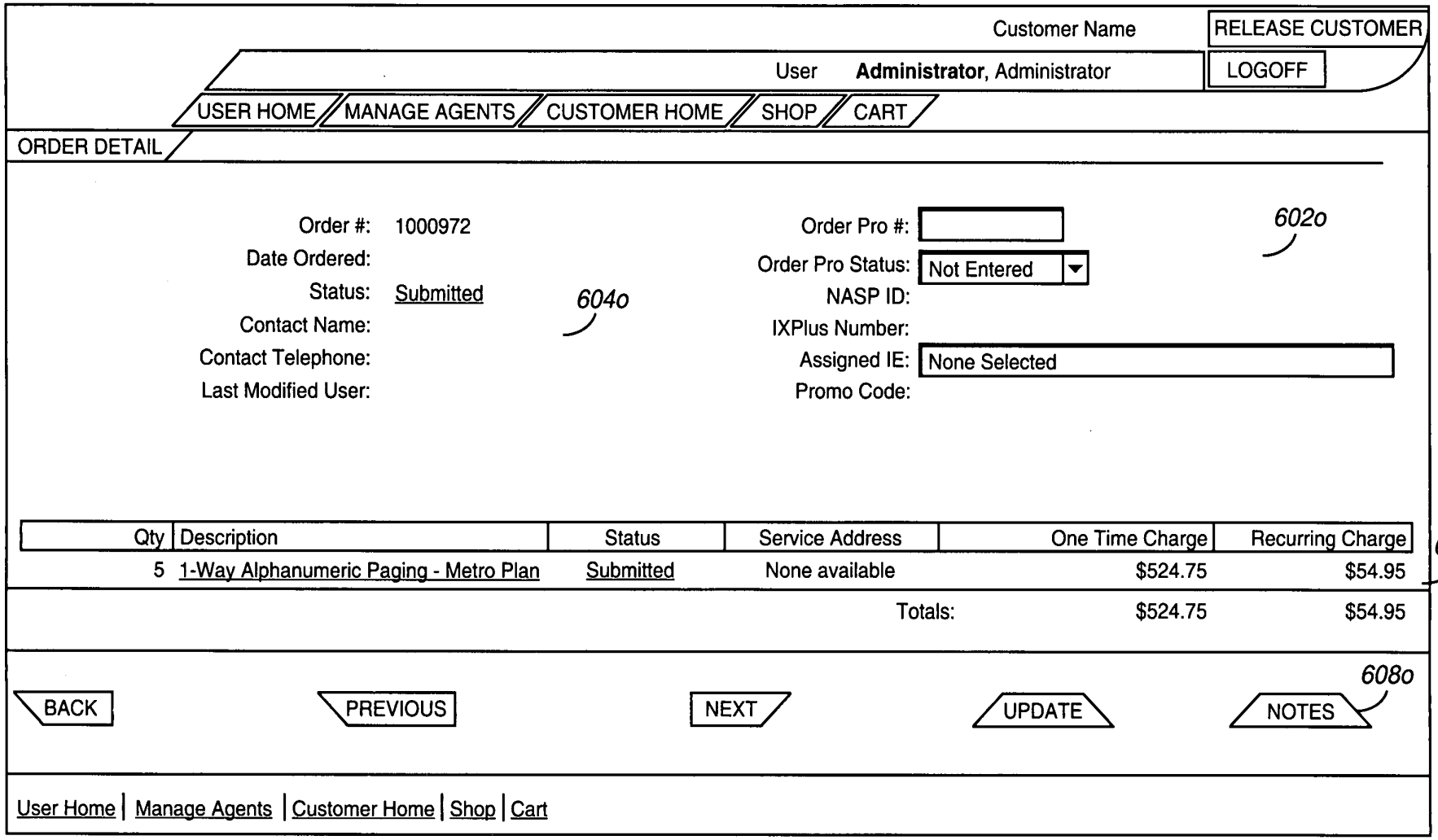

FIG. 6O

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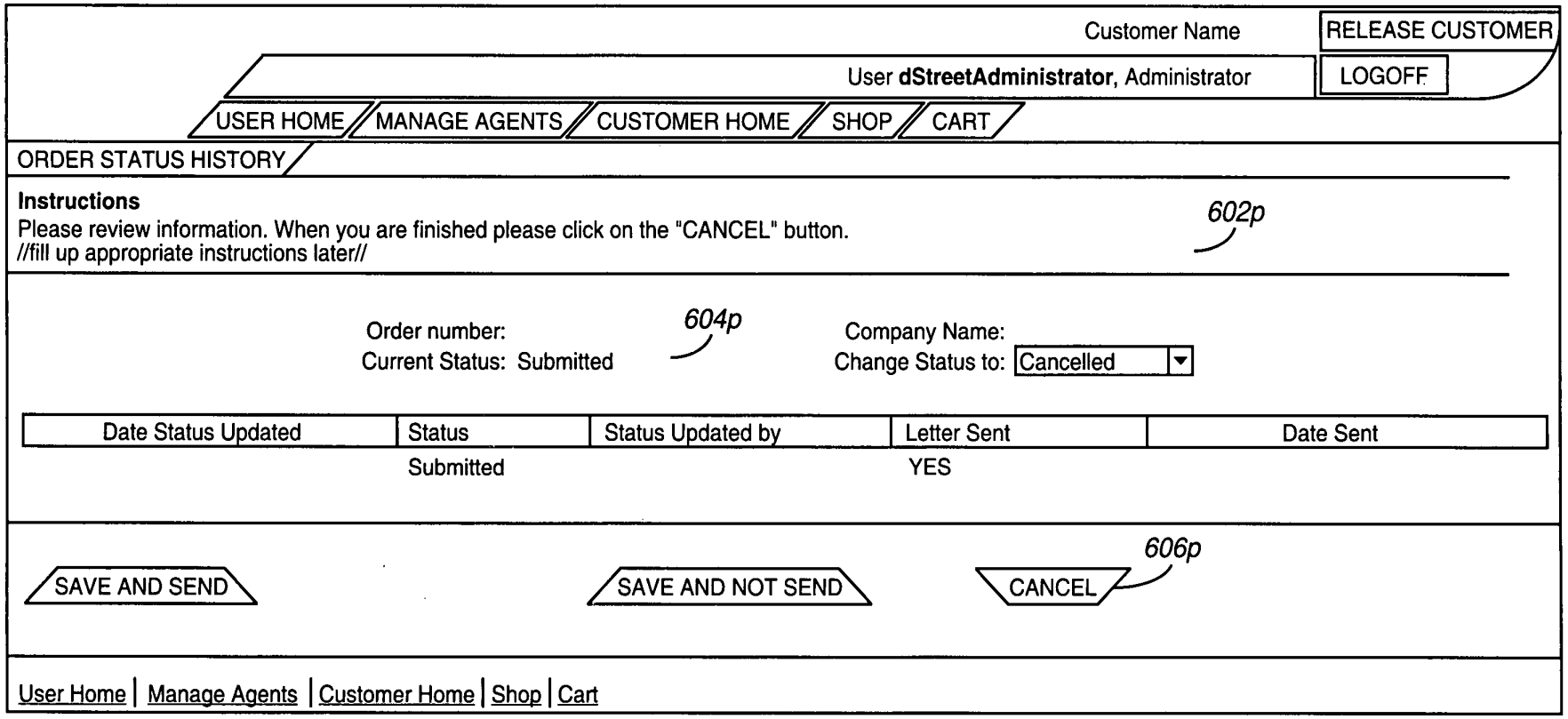

FIG. 6P

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Inventors: Felkey et al.
Confirmation No.: 9672
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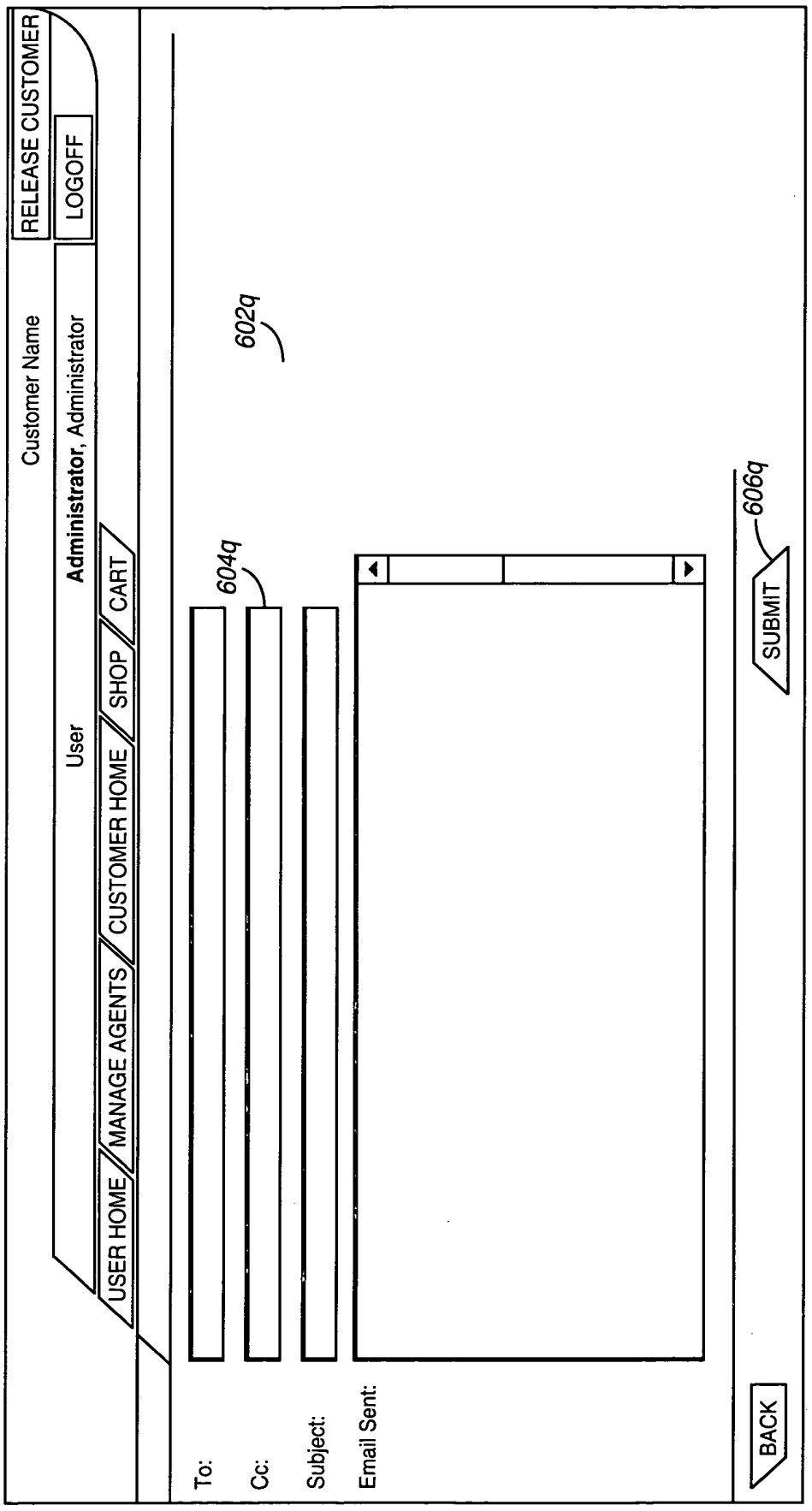
RELEASE CUSTOMER
LOGOFF
Customer Name
User
Administrator, Administrator
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
602q
604q
606q
SUBMIT
BACK
To:
Cc:
Subject:
Email Sent:

FIG. 6Q

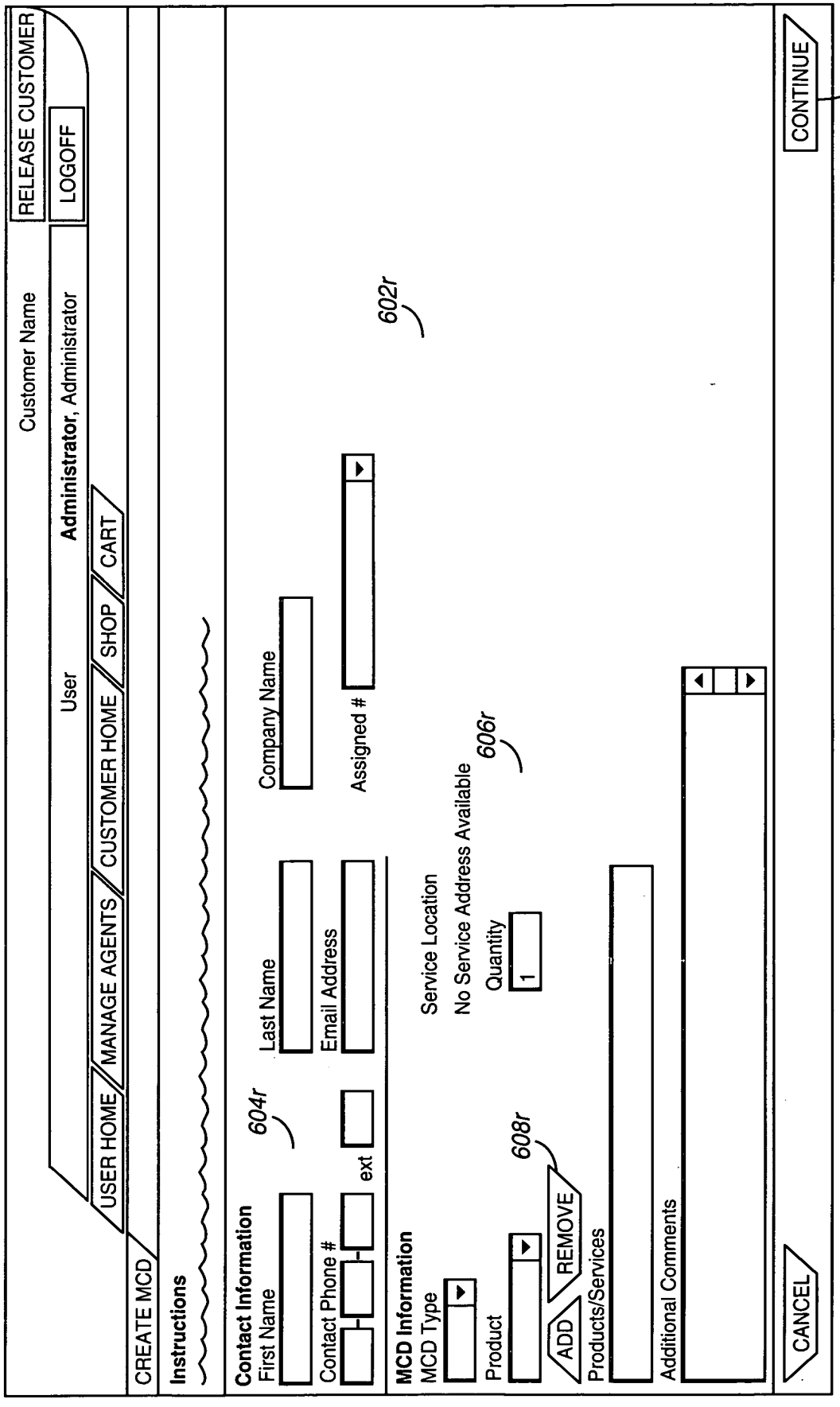
Customer Name
RELEASE CUSTOMER
User
Administrator, Administrator
LOGOFF
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
CREATE MCD
Instructions
Contact Information
First Name
Last Name
Company Name
Contact Phone #
ext
Email Address
Assigned #
604r
602r
MCD Information
MCD Type
Service Location
No Service Address Available
606r
Product
Quantity
1
608r
ADD
REMOVE
Products/Services
Additional Comments
CANCEL
CONTINUE
610r

FIG. 6R

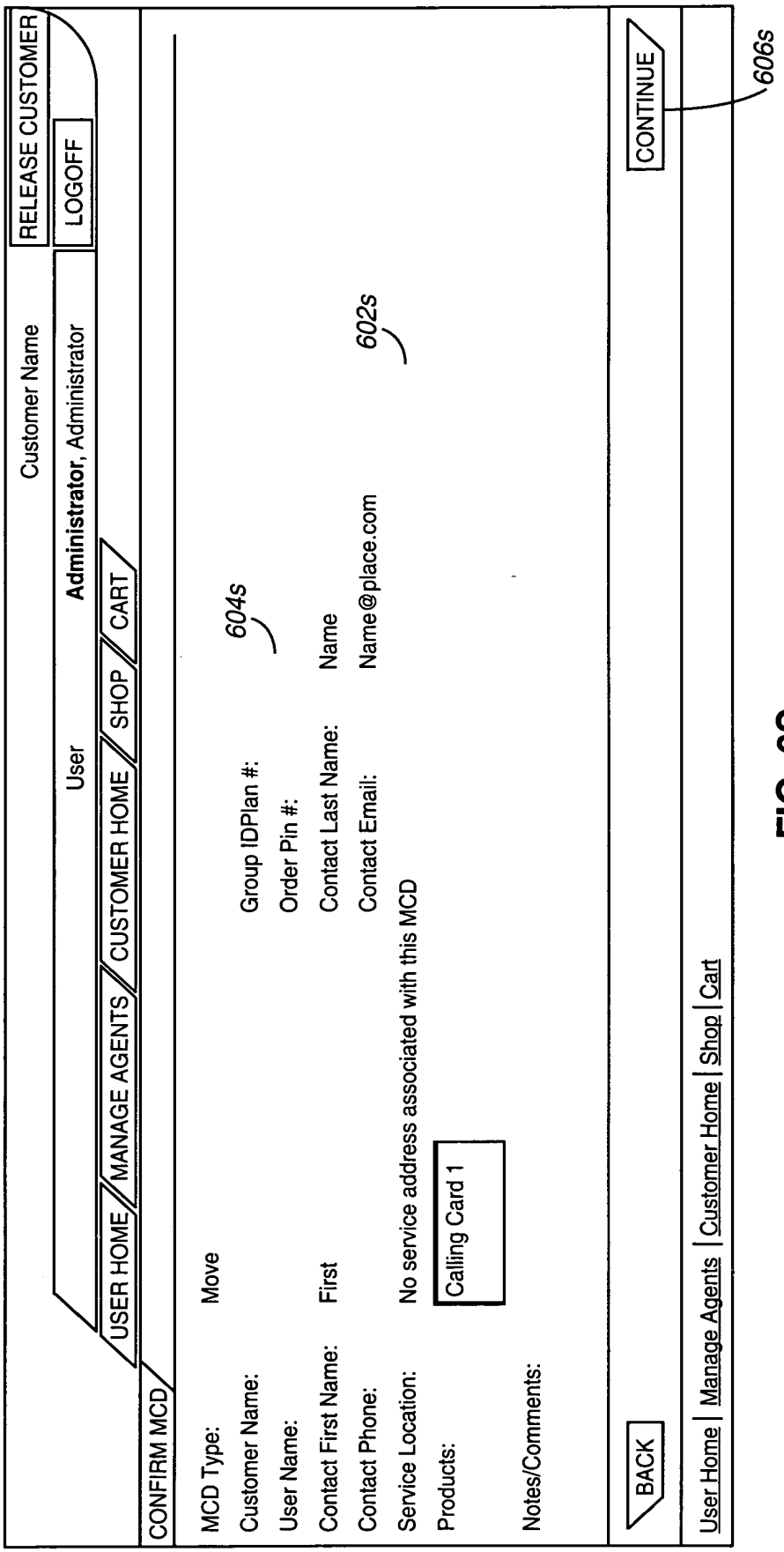
Customer Name
RELEASE CUSTOMER
User
Administrator, Administrator
LOGOFF
USER HOME
MANAGE AGENTS
CUSTOMER HOME
SHOP
CART
CONFIRM MCD
MCD Type:
Move
Customer Name:
User Name:
Contact First Name:
First
Contact Phone:
Service Location:
No service address associated with this MCD
Products:
Calling Card 1
Notes/Comments:
Group IDPlan #:
Order Pin #:
Contact Last Name:
Name
Contact Email:
Name@place.com
604s
602s
606s
BACK
CONTINUE
User Home | Manage Agents | Customer Home | Shop | Cart

FIG. 6S

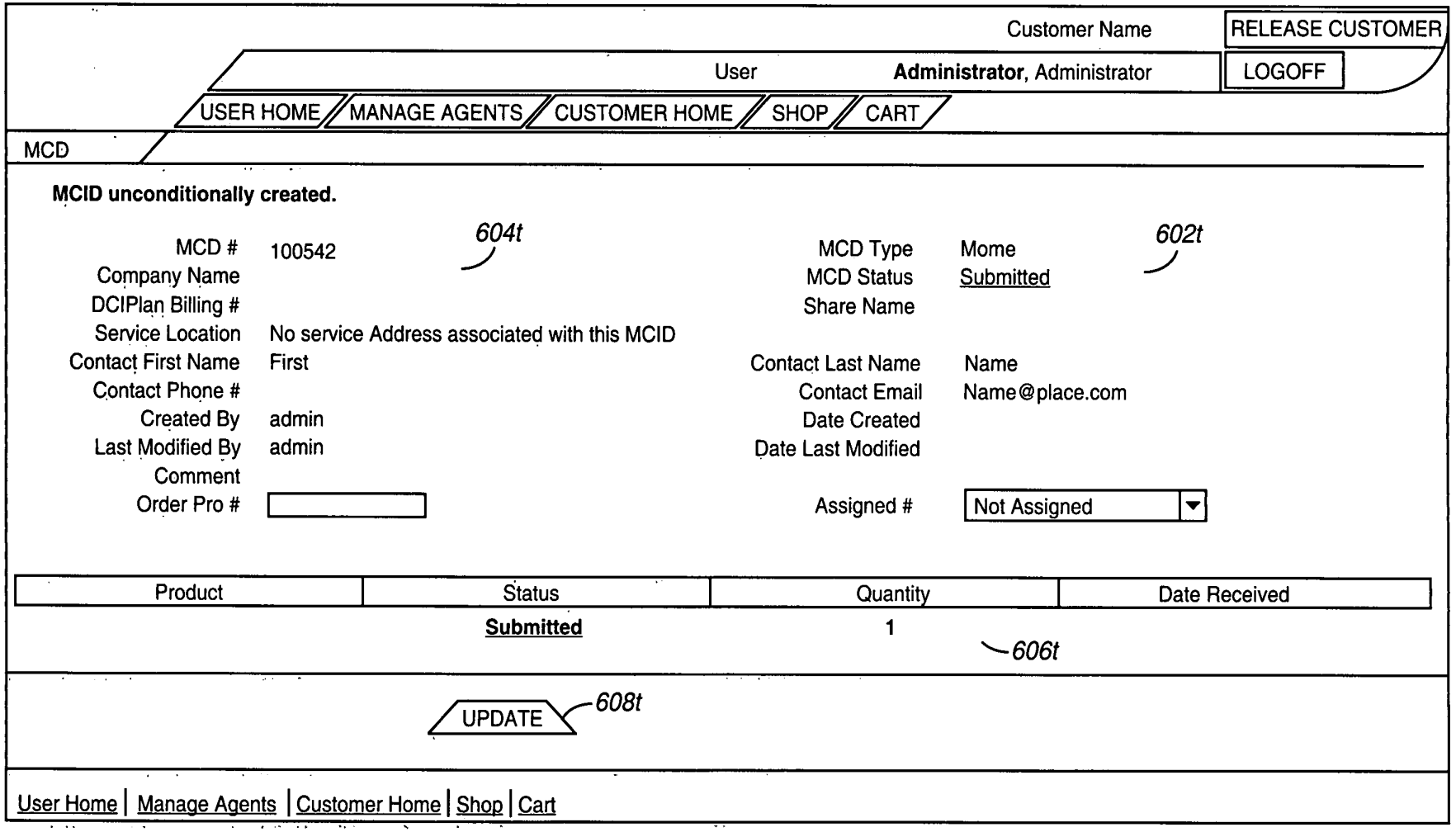

FIG. 6T

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Inventors: Felkey et al.
Confirmation No.: 9672
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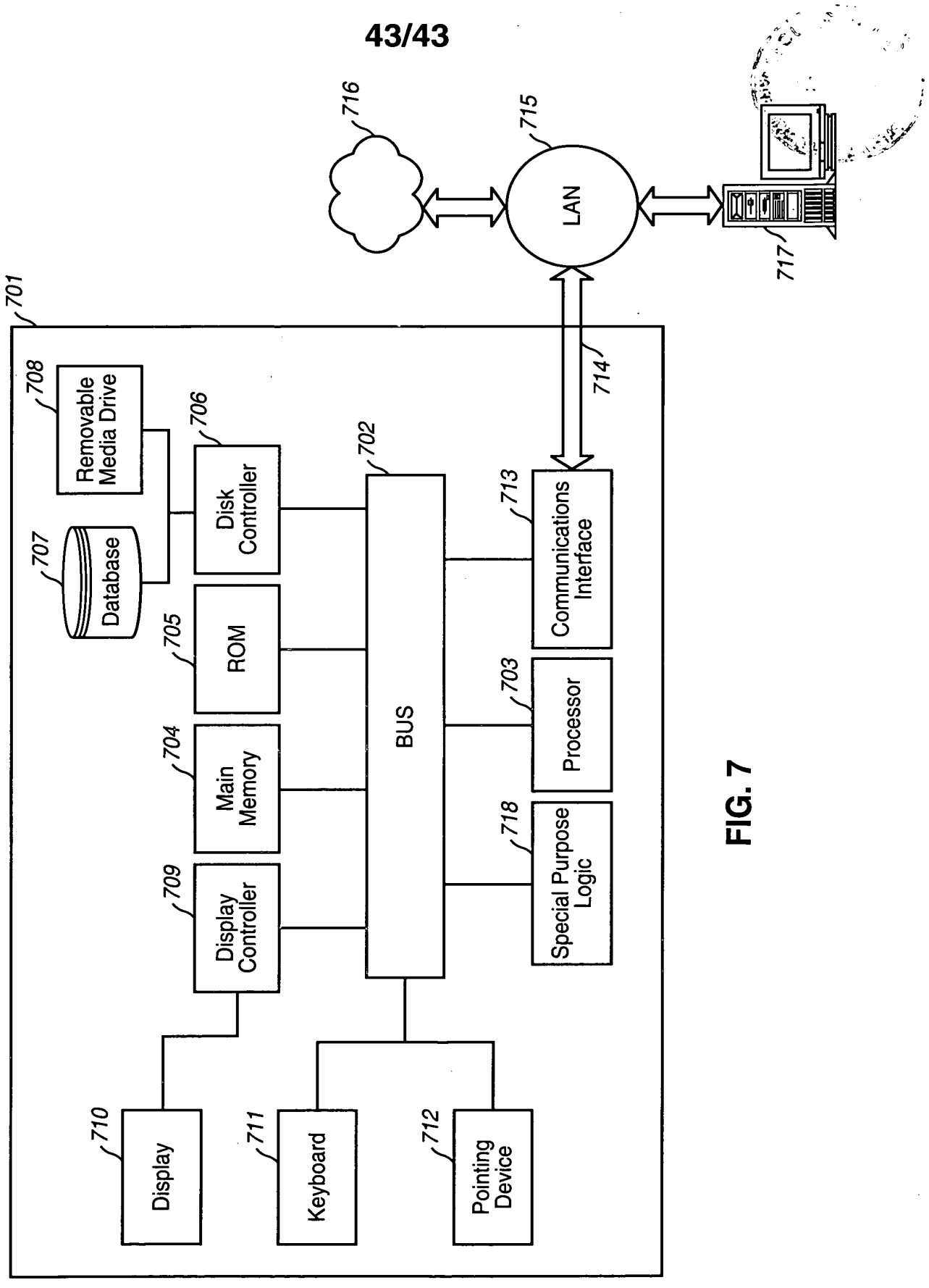
716
715
LAN
717
701
714
708
Removable Media Drive
706
Disk Controller
702
713
Communications Interface
707
Database
705
ROM
BUS
703
Processor
704
Main Memory
718
Special Purpose Logic
709
Display Controller
710
Display
711
Keyboard
712
Pointing Device

FIG. 7